

USAG Schweinfurt
Army Family Action
Plan (AFAP)



2007
Issue List & Responses

As of: May 1, 2007

2007 Army Family Action Plan Prioritized Issues

Mandated Veterans Administrative Benefits Training Army Wide

Scope : Soldiers are not being educated on their Veterans Administration entitlements throughout their time in service. Currently, Soldiers are not receiving consistent standardized briefings prior to exiting the military. Additional mandatory standardized briefings will prepare Soldiers who are faced with benefit related issues that are not visible at the time of their separation. Type and quality of briefings vary upon location. As a direct result, Soldiers and retirees are not receiving their full benefits.

Recommendation(s) :

- Mandate an annual training requirement for all Soldiers to receive a benefits brief by a Veterans Administration Representative.
- Establish standardized briefings for all Soldiers.

Renovation of USAREUR Government Quarters

Scope : Army families are living in government quarters that are inadequate in size and quality. Due to Base Realignment and Closure, USAREUR has placed an initiative to mandate accompanied Soldiers to occupy government quarters. Many families are compelled to put household furniture that would otherwise be used into storage. In comparison to housing privatization initiative in CONUS (AR210-50), USAREUR government quarters create a lower quality of life and standard of living for our families.

Recommendation(s) :

- Parallel square footage requirements of USAREUR government quarters to meet CONUS new construction standards.

Pet Friendly Resort Lodging

Scope : Not all military resort lodging provides pet friendly accommodations. Military families frequently travel with their pets on both official and leisure travel. Lack of military resort lodging with pet accommodations causes additional financial burden because families must seek non-military alternatives.

Recommendation(s) :

- Require all military resort lodging to provide pet friendly rooms.

Allocation of Regional Commissary Hours.

Scope : Commissaries do not have enough flexibility to expand the operating hours to meet the needs of the community based on current limited regional allocations. Parents and working patrons frequently need to shop earlier or later than current hours of operation based on school start times and extended duty hours. Current restrictions only allow Commissaries to shift time schedules without the ability to add hours to weekly operations. Shifting times negatively impacts other hours of operation.

Recommendation(s) :

- Establish regional annual surveys gearing towards individual communities.
- Revise regional hours to accommodate individual communities based on the surveys conducted.

Passport Timeline Accountability

Scope : It currently takes up to four months to receive a tourist passport once the properly prepared application is submitted. There is no tracking or accountability once an application has been submitted to the consulate. This negatively impacts service members, U.S. civilians and their families overseas by creating a financial burden (i.e. additional travel costs, duplicate households, increased transportation expenses).

Recommendation(s) :

- Implement an online tracking system to monitor application progress.
- Appoint a liaison at the consulate to monitor and relay application process information to Personnel Service Battalion (PSB).3. Establish, publish and adhere to guidelines set forth by the State Department regarding passport application process.

Family Member Sponsorship

Scope : Families arrive at new duty station without consistently being assigned a sponsor. There are communication problems between the soldier and gaining unit. This impedes in-processing and orientation for newly arriving family members.

Recommendation(s) :

- Automate DA 5434 (sponsorship program counseling and information sheet) to forward family information to new unit.
- Establish worldwide automated system to identify incoming family members to Family Readiness Liaison/Family Readiness Support Assistant (FRL/FRSA).

Handicap Accessibility on Military Installations

Scope : Handicap accessibility and assistance is not provided for all government, community and social service facilities for ID cardholders. Frequent deployments, training exercises, and subsequent supporting operations have increased the need for these improvements. Lack of accessibility also affects other ID cardholders including family members, DOD civilians and retirees. ID cardholders needing handicap accessibility are not able to access or fully benefit from the facilities or services available.

Recommendation(s) :

- Establish and expand existing handicap accessibility on all military installations including but not limited to garrison, housing, consumer, recreational and welfare facilities.

Localization of Exceptional Family Member Program (EFMP)

Standardization Process

Scope : Pinpoint assignments are frequently made with little or no communication between the regional EFMP coordinator and the gaining installation. Exceptional family members (EFM) may not be receiving appropriate services and care because the gaining installation is not given the opportunity to review the EFMP medical summary forms DD 2792 (medical) and DD 2792-1 (education) . It is imperative for EFM's to be matched with the installation that meets their exceptional need(s).

Recommendation(s) :

- Allow gaining local facilities to determine whether they can accommodate the EFM based on the current availability of services on and off post.

Stateside Driver's License Overseas

Scope : Military and civilian dependents overseas are required by the Status of Forces Agreement (SOFA) to receive their state license in order to obtain a U.S. Forces Certificate of License. Flying to their home of record could become a very costly process; an inconvenience that military dependants in the United States do not face. Dependents overseas should be able to get a license at the same cost as dependants stateside.

Recommendation(s) :

- Authorize a licensed OCONUS driving instructor for dependants overseas to learn to drive, not only in the classroom, but also on the road.
- Provide a one-time round trip ticket to the dependant's state of residence for the dependant and a guardian if needed to accompany the dependant during the process of getting a license in the states.

Teacher Attitude Towards Education

Scope : Some DoDDS teachers are not motivated enough to be enthusiastic about their work. This influences students' attitude toward the learning process and performance of students from grades K to 12. Teachers' attitudes affects students' performance not only in the present, but also in the future, such as applying to college or for a job. Students are not reaching their potential because of educators' poor motivation and enthusiasm. The more enthusiasm a teacher has, the more participation they receive from the students.

Recommendation(s) :

- Implement various and anonymous ways to evaluate teachers' performance and education techniques by students, parents, and other officials.
- Operate summer workshops attended by teachers; these workshops should be more interesting and appealing, and have more techniques to educate youth.
- Provide incentives to get educators to participate more willingly.

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2007 AFAP
Issue List**

As of 25 April 07

Issue #	Issue Title	Workgroup	Sent to Agency	Date	Replied	P.O.C	Status
2007-01-01	Lack of overlap on BAH/Lease/Spt. During door to door moves	Entitlements	Finance		20-Mar-07	CPT Victor Cintron	
2007-01-02	Inability to Transfer Civilian Pay to investment accounts. I must send a check to UBC For my children's college fund.	Entitlements	CPAC		19-Mar-07	Alexandra Williams	
2007-01-03	Allow Single Parent to AROD FM during extended deployments	Entitlements	PSB				
2007-01-04	Alternative Option for Pregnant Active Duty Members	Entitlements	PSB				
2007-01-05	Re enlistment bonus for officers.	Entitlements	PSB				
2007-01-06	No VA Representative in local area; SMS + retirees are not aware of their benefits/entitlements	Entitlements	DHR				Modified as a prioritized issue (see 2007-01-18)
2007-01-07	Only being able to get tuition assistance (TA) for Masters courses if you already have a bachelors degree	Entitlements	Education Center				
2007-01-08	Families have a need to add pets to PCS orders	Entitlements	PSB/Transportation				Working at DA
2007-01-09	Pets	Entitlements	PSB/Transportation				Working at DA
2007-01-10	Living Quarter Allowance (LQA) for civilians hired OCONUS	Entitlements	CPAC		19-Mar-07	Alexandra Williams	
2007-01-11	Barracks accommodations for many soldiers in a single room	Housing	DPW		26-Mar-07	Tim Snyder	Modified as a prioritized issue (see 2007-01-19)
2007-01-12	I don't think that housing is fair between the different ranks	Housing	DPW				
2007-01-13	People do not recycle Trash and people from off post bring un-recycled trash on post.	Housing	DPW		26-Mar-07	Tim Snyder	
2007-01-14	Fire extinguishers on Every Floor in Housing	Housing	DES				
2007-01-15	gate hours on Askren need extended.	Housing	CMD				
2007-01-16	No fire escapes in Housing	Housing	DES				
2007-01-17	Not having shutters on Askren Manors	Housing	DPW		26-Mar-07	Tim Snyder	
2007-01-18	Mandated Veterans Administrative Benefits Training Army Wide	Entitlements	DHR				OUTBRIEFED - Prioritized Issue (developed from 2007-01-06)
						Forwarded to MACOM	

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2007-01-19	Renovation of USAREUR Government Quarters	Housing	DPW			OUTBRIEFED - Prioritized Issue (developed from 2007-01-12)
2007-02-01	Base closer and the way it is handled	Consumer Services	DGC/PAO		14-Mar-07	Mark Heeter
2007-02-02	Everything is closing on post	Consumer Services	AAFES/DGC		25-Feb-07	Stan McGhee
2007-02-03	Where to eat	Consumer Services	AAFES/DGC		25-Feb-07	Stan McGhee
2007-02-04	Merge of Private Orgs. Duplicate orgs.	Consumer Services	MWR/ACS		25-Apr-07	Hal Snyder & C. Carruthers
2007-02-05	Schweinfurt military web site under news and was ist los	Consumer Services	PAO		14-Mar-07	Mark Heeter
2007-02-06	The (computer) program which is used to track volunteer hours for the installation is not user friendly	Consumer Services	MWR/ACS		20-Mar-07	Hal Snyder
2007-02-07	Non-operating cashier booths at shipettes (Wzbg. & Schw.)	Consumer Services	AAFES		25-Feb-07	Stan McGhee
2007-02-08	Commissary should be open for "Early Bird Shopping" a couple days a week.	Consumer Services	DECA			Modified as a prioritized issue (see 2007-02-26)
2007-02-09	Leaving military ID Cards w/ Commissary personnel to use cart for groceries to leave premises	Consumer Services	DECA		20-Mar-07	Robert & Liz Herms
2007-02-10	Schweinfurt PX they have a whole isle of candles that are leaning and could easily fall. I have complained but was told that	Consumer Services	AAFES		25-Feb-07	Stan McGhee
2007-02-11	Army need to work with companies that are unwilling to ship to APO's	Consumer Services	Postal			
2007-02-12	Schweinfurt Elementary School uniforms. No uniforms at the PX.	Consumer Services	AAFES		25-Feb-07	Stan McGhee
2007-02-13	Need to know why German Nationals are not allowed to dine in the Dining Facility's	Consumer Services	DOL		20-Mar-07	Robert & Liz Herms
2007-02-14	Lack of a good selection of shoes, clothes at AAFES.	Consumer Services	AAFES		25-Feb-07	Stan McGhee
2007-02-15	Water fountain @ bowling alley has been broken for over a year, forcing people to spend \$2-3/bottle of water	Consumer Services	MWR/BRD		25-Apr-07	Hal Snyder
2007-02-16	The commissary makes you purchase an entire case of a special-order item.	Consumer Services	DECA		20-Mar-07	Robert & Liz Herms

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2007-02-17	Need for pet-friendly military lodgings (AFRC doesn't have many cabins - Hohenfels Inn doesn't allow pets)	Consumer Services	MWR				Modified as a prioritized issue (see 2007-02-25)
2007-02-18	Plus size clothing	Consumer Services	AAFES	25-Feb-07	Stan McGhee		
2007-02-19	PX - more autonomy	Consumer Services	AAFES	25-Feb-07	Stan McGhee		
2007-02-20	Computer access to volunteer hours at Yellow Ribbon Room for volunteer Volunteer Coordinator	Consumer Services	MWR/ACS	20-Mar-07	Hal Snyder		
2007-02-21	The PX does not have any anniversary cards directed to the husband from the wife	Consumer Services	AAFES	25-Feb-07	Stan McGhee		
2007-02-22	The AAFES Tire and Oil Change Shop is very rude and over priced and extremely unprofessional	Consumer Services	AAFES	25-Feb-07	Stan McGhee		
2007-02-23	Commissary/PX closed different days	Consumer Services	AAFES/DECA	25-Feb-07	Stan McGhee		Modified as a prioritized issue (see 2007-02-26)
2007-02-24	I have purchased produce from the commissary that was rotten	Consumer Services	DECA	20-Mar-07	Robert & Liz Herms		
2007-02-25	Pet friendly resort lodging	Consumer Services	Lodging				OUTBRIEFED - Prioritized Issue (developed from 2007-02-17)
2007-02-26	Allocation of regional Commissary hours	Consumer Services	DECA				OUTBRIEFED - Prioritized Issue (developed from 2007-02-08 & 2007-02-23)
2007-03-01	Banking becomes difficult once the service member passes away. Retirees, local national widower would love to have simple classes /and or access to expertise advice Re: (1) simple computer classes (2) setting up "webcam" (3) setting up and	Family Support	DHR/Banking				Response received Banking (3/13/2007)
2007-03-02	would love to have a shuttle to go down town maybe 4 times a day ie 9 - 12 - 2 - 4 so that we can easier get to	Family Support	Education Center				
2007-03-03		Family Support	DOL	20-Mar-07	William Jones		
2007-03-04	Speeding in CDC Area	Family Support	DES	23-Feb-07	CPT Lid Ryan		

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2007-03-05	Don't follow through w/ policy on family stabilization to extend for child senior graduation. Made a Rqst + was denied twice.	Family Support	PSB				
2007-03-06	ACU wear out quicker than BDU's + are less serviceable than BDU's	Force Support	DOL	20-Mar-07	William Jones		
2007-03-07	Schweinfurt Elementary School parking. No parking spaces & the children that walk home run across unguarded.	Family Support	DES	23-Feb-07	CPT Lid Ryan		
2007-03-08	Not enough parking spaces in the teacher's parking lot at Schweinfurt Elementary School.	Family Support	DES	23-Feb-07	CPT Lid Ryan		
2007-03-09	To make the smaller room in the Yellow Ribbon Room child friendly so it can be used as a child care room.	Family Support	MWR/ACS	20-Mar-07	Hal Snyder		
2007-03-10	Shorter deployments	Force Support	CMD	25-Apr-07			
2007-03-11	Shorter deployments 2	Force Support	CMD	25-Apr-07			Modified as a prioritized issue (see 2007-03-24)
2007-03-12	Sponsor Ship	Force Support					
2007-03-13	Why is it that the Marines do 7 mo tours, the Air Force does 4 mo tours, but we get stop-losses or extended past 12 mos?	Force Support	CMD	25-Apr-07			
2007-03-14	The process of getting a job using the resumix system. It is unfair & a difficult process, for spouses in Germany.	Family Support	CPAC	19-Mar-07	Alexandra Williams		
2007-03-15	Army E-Learning not accessible for family members + spouses.	Family Support	Education Center				
2007-03-16	Issue: Contractors income consideration for childcare PRT + category. They use the annual pay but that pay is not guarantee because it's work based. Business=pay no business: no pay	Family Support	MWR/CYS	24-Apr-07	Bonnie Cornelison		Modified as a prioritized issue (see 2007-03-23)
2007-03-17	PASSPORTS - Length of time it takes to obtain them	Family Support	PSB				
2007-03-18	parking by elm. School	Family Support	DoDDS/DGC	23-Feb-07	CPT Lid Ryan		
2007-03-19	Deployment length and the effects it has on your family.	Force Support	CMD	25-Apr-07			

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2007-03-20	Lack of educated respite care providers and respite care available for children with special needs, especially children diagnosed with mentally and/or emotionally challenged diagnoses such as autism or PDD/NOS.	Family Support	Medical/ACS/ CYS					Response received ACS EFMP (3/19/07); Response CYS (4/25/07)
2007-03-21	Lack of autism education required and available for parents, teachers and caregivers.	Family Support	Medical/ACS/ CYS/DoDDS					Response received ACS EFMP & SLO (3/19/2007); Response CYS (4/25/07)
2007-03-22	Problem with shuttle bus drivers not arriving or coming too early.	Family Support	DOL		20-Mar-07	William Jones		
2007-03-23	Passport timeline accountability	Family Support	PSB			Forwarded to MACOM		OUTBRIEFED - Prioritized Issue (developed from 2007-02-17)
2007-03-24	Family member sponsorship	Family Support	MWR ACS/PSB					OUTBRIEFED - Prioritized Issue (developed from 2007-02-17)
2007-04-01	Handicap Access	Medical	DPW					Modified as a prioritized issue (see 2007-04-16)
2007-04-02	Military wives can be admitted to a German hospital when their husband is deployed or in the field or in the States for a course, and no one in the Army (other than the Patient Liaison from the Health Clinic) knows about it.	Medical	Medical					
2007-04-03	Well-baby visits and Sick-baby visits are using the same waiting room at the health clinic.	Medical	Medical					
2007-04-04	Pre-natal referrals to the German economy for high-risk pregnancies should be given as soon as the mother knows she is pregnant.	Medical	Medical					
2007-04-05	Contracted clinics, Mission Hearts is a horrible place	Medical	Medical					
2007-04-06	No emergency health care assistance for non-immediate dependents of a military service member.	Medical	Medical					

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2007-04-07	I have lived here for six years now and have never been allowed to see our 1/18 primary care provider. I have always had to see a different doctor.	Medical	Medical					
2007-04-08	Medical – We should have US facilities available	Medical	Medical					
2007-04-09	Rehab Support for USAREUR Soldiers undergoing PT/Rehab	Medical	Medical					
2007-04-10	The health clinic and dental clinic do not allow the mother to bring her baby or child with her to an appointment for the mother. The health clinic expects the baby to be left at the CDC or with a neighbor or friend.							Response received Dental (3/22/2007)
2007-04-11	lack of sick call lack of appointments	Medical	Medical					
2007-04-12	Newborn infants are not getting their 2-week appointment at 2 weeks due to issues with getting into Tricare. Because Tricare requires the German birth certificate before enrolling, and the health clinic requires Tricare enrollment before even scheduling an appointment, and the German birth certificate takes 2 weeks minimum, it takes	Medical	Medical					
2007-04-13	Part of the issues on getting a child diagnosed is the language spectrum. The PDD/NCS are invasive level of mental disorder, social skills.	Medical	Medical/PHNDS					Notified by PHNDS 2/11/07
2007-04-14	Scheduling appts at the medical clinic. Not receiving an appt until 2 to 3 wks later	Medical	Medical					
2007-04-15	Not enough doctors at clinic	Medical	Medical					
2007-04-16	Handicap accessibility on military installations	Medical	DPW			26-Mar-07	Tim Snyder	OUTBRIEFED - Prioritized Issue (developed from 2007-04-01)
2007-04-17	Localization of Exceptional Family Member Program (EFMP) standardization process.	Medical	MWR ACS/ Medical				Forwarded to MACOM	OUTBRIEFED - Prioritized Issue (developed from 2007-04-13)

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2007-05-01	No way to help your teen get a stateside drivers licence	Teen	DES				Modified as a prioritized issue (see 2007-05-26)
2007-05-02	Drivers Training for Teens overseas - Wuerzburg high school need's better teachers, teachers who can teach and make students understand better.	Teen	DES				Modified as a prioritized issue (see 2007-05-26)
2007-05-03		Teen	DoDDS				Modified as a prioritized issue (see 2007-05-27)
2007-05-04	We should have drivers ed at our schools.	Teen	DoDDS				Modified as a prioritized issue (see 2007-05-26)
2007-05-05	We should ... have more air-force requirers. The school staying open. If closed we all get bussed to Bamberg. I didn't like that the General asked the Seniors, they won't even be here next year. Ask the Juniors!	Teen					
2007-05-06	The Schweinfurt teen Center, is a great place, BUT, there's NO internet service! We're the only teen center in Europe that doesn't have internet.	Teen	DoDDS		19-Mar-07	Beth Potter & Damon McGibboney	
2007-05-07	The Teen Center doesn't have internet connection. It's been over 2 years. We're the only ones in Europe who does not have it. So please please get internet.	Teen	MWR/CYS		19-Mar-07	Donna Hilley	
2007-05-08	Schweinfurt teen center needs internet	Teen	MWR/CYS		19-Mar-07	Donna Hilley	
2007-05-09	Post Security	Teen	DES			Donna Hilley	
2007-05-10		Teen				Beth Potter & Damon McGibboney	
2007-05-11	Getting more qualified teachers.	Teen	DoDDS		16-Mar-07	McGibboney	
2007-05-12	Job Opportunities	Teen	AAFES		3/14/2007 & 3/19/2007	Stan McGhee & Alexandra Williams	
2007-05-13	Seniors going to school all day	Teen	DoDDS		16-Mar-07	Beth Potter & Damon McGibboney	
2007-05-14	School classes curing scheduling class.	Teen	DoDDS		16-Mar-07	Beth Potter & Damon McGibboney	

2007-05-20	Stateside Driver's License Overseas	Teen	DES	Forwarded to MACOM	OUTBRIEFED - Prioritized Issue (developed from 2007-05-01, 2007-05-02 & 2007-05-04)
2007-05-20	Teacher Attitude towards Education	Teen	DoDDS		OUTBRIEFED - Prioritized Issue (developed from 2007-05-03)



Issue Number: 2007-01-01

Entitlements

Title:

Lack of overlap on BAH Lease Spt. During door to door moves

Scope:

When door-to-door moves are used, a family must pay for an overflow week out of own pocket.

Recommendation(s):

Authorize one week supplement up to the lesser amount of either lease agreement.

Agency Response:

During door to door moves, the Service Member (SM) terminates one lease and relocates to another house. The Housing Office decides what **date the lease will be terminated** and the **start date for the new lease**.

Overseas Housing Allowance (OHA) is authorized to assist members in defraying the housing costs in private sector leased/owned housing. Payment of OHA is dependent upon the start and/or stop dates on the DD 2367- Individual Overseas Housing Allowance Report Form. The Housing Office generates the DD 2367.

There is no other Housing entitlement available to Soldiers once their lease is terminated. However, the Basic Allowance for Housing for Soldiers in Transit between Permanent Duty Stations could apply if the Soldier has PCS Orders.

A Soldier having to pay an overflow week due to PCS Orders within any overseas location should be residing in either a lodging facility (the Soldier is entitled to Temporary Lodging Allowance – TLA) before and after the PCS move.

Lead Agency: Finance, CPT Victor Cintron

Date: 03/20/2007



Issue Number: 2007-01-02

Entitlements

Title:

Inability to Transfer Civilian Pay to investment accounts. I must send a check to UBC For my children's college fund.

Scope:

I have requested Finance, Community Bank, & Credit union to wire money to my investment account. No one seems to have a system to do this.

Recommendation(s):

Change the rules so I can send an allotment to my investment company.

Agency Response:

Allotments from civilian pay go out every pay period, when the employee is being paid. A solution to this inquiry might be an allotment from the bank.

Lead Agency: CPAC, Alexandra Williams

Date: 03/19/2007



Issue Number: 2007-01-03

Entitlements

Title:

Allow Single Parent to AROD FM during extended deployments

Scope:

Single parent soldiers should be allowed to Advance Return of Dependents (AROD) in lieu of deployment if the primary person is CONUS. DA5305-R Part II B requires the principle long-term guardian to reside in the continental United States.

Recommendation(s):

Change Army Regulation to allow single parents to AROD their dependant child(ren) for deployments lasting in excess of 180 days.

Agency Response:

Lead Agency: DHR, John McIntyre

Support Agency:

Date: DD MMM YY

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Issue Number: 2007-01-04

Entitlements

Title:

Alternative Option for Pregnant Active Duty Members

Scope:

Current Army regulations allow pregnant active duty females a choice between continuing their military career and opting to separate completely. While Army Commanders are very sensitive to issues surrounding infants and their active duty mothers, Commanders must, rightly so, put the needs of the Army before family. While many Active Duty pregnant members understand this fact and are able to comply, others are not and separations due to pregnancy represent 26.9% of first term attrition rates for the US Army and are a part of 1.3 billion dollars worth of recruiting and training loss (Military Attrition – Better Data, Coupled with Policy Changes Could Help the Services Reduce Early Separation. Military General Accounting Office Sept 1998).

Recommendation(s):

Implement policy which would allow pregnant Active Duty members an additional option. Allow pregnant members, upon the birth of their child, the option to enter the Active Duty Reserve (in a non-deployable status) for a period of one year at the end of which they are guaranteed, if they have a viable Family Care Plan, the option to return to Active Duty and resume their careers.

Agency Response:

Lead Agency: DHR, John McIntyre

Support Agency:

Date: DD MMM YY



Issue Number: 2007-01-05

Entitlements

Title:

Re enlistment bonus for officers.

Scope:

Recommendation(s):

Pass a new SOP which offers Officer's reenlistment bonuses.

Agency Response:

Lead Agency: DHR, John McIntyre

Support Agency:

Date: DD MMM YY

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Issue Number: 2007-01-06

Entitlements

Title:

No VA Representative in local area; SMs + retirees are not aware of their benefits/entitlements

Scope:

There are many things retirees + military personnel need to know when PCS/ETS, and because they don't know they often lose a lot of money in benefits. (ie level of disability benefits they qualify for, etc.)

Recommendation(s):

Have a VA representative talk to SMs before they leave. Have a VA rep talk to retirees before the base closes.

Agency Response:

Modified as a prioritized issue – see 2007-01-18

Date: 03/20/2007

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Issue Number: 2007-01-07

Entitlements

Title:

Only being able to get tuition assistance (TA) for Masters courses if you already have a bachelors degree

Scope:

Can only take online courses or classroom courses not in Schweinfurt. I believe I would learn more in a classroom environment.

Recommendation(s):

Allow TA for undergraduate course if you already have an undergraduate degree. Offer classroom courses for Master's Degrees in Schweinfurt.

Agency Response:

Lead Agency: DHR, John McIntyre

Support Agency:

Date: DD MMM YY



Issue Number: 2007-01-08

Entitlements

Title:

Families have a need to add pets to PCS orders.

Scope:

This issue affects many families – it costs a good deal of \$ to ship pets. When a family can't afford to ship a pet(s), usually the animal ends up at the pound/tierheim + gives the Americans a bad reputation.

Recommendation(s):

1. Add pets to PCS orders + Army pays for their ticket.
2. Reimburse owners for expenses.
3. Have a list of contractors + pay for all/partial reimbursement.

Agency Response:

Issue Currently Working at DA

Issue 593: Relocation of Pets from OCONUS

Entered: Jan 2006

Status: Active

Date: 03/20/2007

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Issue Number: 2007-01-09

Entitlements

Title:

Pets

Scope:

Pets are dropped off in shelters or left in buildings when the family is moving. Local shelters are overfilled.

Recommendation(s):

To allow the family to ship 1 pet at government expense. The same way as a family can ship a POV.

Agency Response:

Issue Currently Working at DA

Issue 593: Relocation of Pets from OCONUS

Entered: Jan 2006

Status: Active

Date: 03/20/2007



Issue Number: 2007-01-10

Entitlements

Title:

LIVING QUARTER ALLOWANCE (LQA) FOR CIVILIANS HIRED OCONUS

Scope:

CIVILIAN EMPLOYEES hired OCONUS do not receive LQA. There is a business case for remedying this issue: LOCAL HIRES will return to the States to take a position for the minimum amount of time required + then return to their preferred overseas location, which allows them to qualify for LQA benefits. This results in cost for moving, new hiring, loss of experienced staff + disruption of services provided to customers.

Recommendation(s):

ENTITLEMENT OF LQA FOR ALL CIVILIAN EMPLOYEES REGARDLESS OF WHERE THEY WERE HIRED.

Agency Response:

Overseas local hires are eligible for LQA if they meet the basic eligibility as outlined in the DSSR (Department of State Standardized Regulation), section 031.12 and Army in Europe Regulation 690-500.592.

This is an abstract out of regulation 690-500.592 that covers eligibility for local hires:

(2) Employees who are recruited from outside the United States or its possessions for positions in grades GS-09 (or equivalent), WG-11, WL-09, WS-05, and above. This includes employees selected for entry-level positions with target grades at and above these grade levels. Grade restrictions do not apply to applicants selected for hard-to-fill positions or career-program positions below the GS-09 (or equivalent) level. NAF employment will be considered in determining "substantially continuous employment" as long as DSSR provisions are met. Former military members and civilian employees will be considered to meet the DSSR, section 031.12, eligibility requirement of "substantially continuous employment" if they are appointed within 1 year after the date of separation or when the transportation entitlement is lost, whichever occurs first. Active Reserve duty performed during the 1-year period will extend that period by the amount of time served. The following conditions will not affect LQA eligibility:

- (a) Shipment of household goods (HHG) from nontemporary storage (NTS).
- (b) A family member's early return to the United States or U.S. territories.
- (c) Shipment of HHG to the United States or U.S. territories in conjunction with the family member's early return.
- (d) Shipment of a privately owned vehicle (POV) in unusual cases (for example, the POV is shipped for use by a family member). CPD will make eligibility determinations on an individual basis.
- (e) A short-distance HHG move at Government expense (authorized for separating military members) from vacated Government quarters to temporary storage or to a temporary residence in the vicinity of the vacated quarters. This is a separate Joint Federal Travel Regulations (JFTR), volume 1, entitlement and does not affect the travel and transportation entitlements authorized on the separation orders.
- (f) Storing HHG in NTS on separation or retirement from the military. This is a separate JFTR, volume 1, entitlement and does not affect the travel and transportation entitlements authorized on the separation orders.

Eligibility requirements can not be changed at the local level.

Lead Agency: CPAC, Alexandra Williams

Date: 03/19/2007



Issue Number: 2007-01-11

Housing

Title:

Barracks accommodations, too many soldiers in a single room.

Scope:

No privacy or space; all SM's in barracks.

Recommendation(s):

Make space

Agency Response:

Based on the monthly barracks reports provided by the units we were averaging a 90 % utilization rate across the board (93% at Conn and 86% at Ledward) prior to deployment. Fluctuations in the utilization rates can be encountered within units due to the maintenance of individual company level integrity. Also fluctuations occur prior and directly after deployment when personnel densities increase. Our projected barracks utilization rates, which are determined based on authorized unit strengths, show Conn at 90% and Ledward at 88% utilization.

At the present time rear detachment Soldiers are accommodated in two facilities (Bldg 9 at Conn and Bldg 210 at Ledward) to enable the garrison DPW to perform maintenance and repairs to the other barracks during the BCT deployment. It was not anticipated that utilization would exceed the capacity of these buildings.

A new utilization survey will be conducted after redeployment of BCT.

Lead Agency: DPW, Tim Snyder

Date: 03/26/2007



Issue Number: 2007-01-12

Housing

Title:

I don't think that housing is fair between the different ranks

Scope:

A family of 4 needs to have adequate square footage to live in. The children of a Major or a CW4 shouldn't have nicer housing with more room than the children of a PFC or SGT.

Recommendation(s):

Change D.O.A. housing policy

Agency Response:

Modified as a prioritized issue – see 2007-01-19

Date: 03/20/2007



Issue Number: 2007-01-13

Housing

Title:

People do not recycle Trash and people from off post bring un-recycled trash on post.

Scope:

Trash containers overflow since the recyclable material is thrown away as trash. Cost a lot of money, money wasted disposing of recyclable material as regular trash, unauthorized people bringing trash on post does not help the problem.

Recommendation(s):

More classes on recycling to units, soldiers and dependants. Unit support or chain of command support in ensuring unit members recycle.

Agency Response:

The USAG Schweinfurt has a Separate or Recycle Trash (SORT) Program (policy memorandum 3-18) that establishes standards and responsibilities for the proper execution of the SORT program. The policy applies to all military and civilian personnel residing in, working in or providing support to the garrison. Enforcement of the program is the responsibility chain of Command in unit occupied facilities. The senior occupant is responsible for enforcement of the program in each community facility.

DPW staff responsible for the SORT program, continue to inform and educate members of the garrison on the proper procedures for recycling.

Many of the recycle points are un-manned and it is therefore difficult for responsible agencies to be able to observe and apprehend offenders, allowing the appropriate corrective actions to be taken.

Lead Agency: DPW, Tim Snyder

Date: 03/26/2007



Issue Number: 2007-01-14

Housing

Title:

Fire Extinguishers on Every Floor in Housing

Scope:

If there is a fire on 1st floors of housing (like bldg [number] last Nov) there is no fire extinguisher unless you get one from the second floor.

Recommendation(s):

Agency Response:

Lead Agency: DES, CPT Lid Ryan

Support Agency:

Date: DD MMM YY



Issue Number: 2007-01-15

Housing

Title:

gate hours on Askren need extended.

Scope:

Everyone on Askren.

Both gates need to be open 24 hrs.

Closed gates delay Emergency services.

Recommendation(s):

Agency Response:

Lead Agency:

Support Agency:

Date: DD MMM YY



Issue Number: 2007-01-16

Housing

Title:

No fire escapes in Housing

Scope:

There are currently no emergency escape options in family housing. For anyone living on the 2nd or 3rd floor of any stairwell housing, the stairwell itself is the only exit from the apartment, especially when children are involved.

Recommendation(s):

Provide at the very least, portable escape ladders in any housing unit above the first floor. Ideally, fixed stairs or ladders should provide safe exit from higher units to the ground.

Agency Response:

Lead Agency: DES, CPT Lid Ryan

Support Agency:

Date: DD MMM YY



Issue Number: 2007-01-17

Housing

Title:

Not having shutters on Askren Manors

Scope:

During high winds the middle window in the dining room always blows open & is not easy to lock without a key! Also during high winds items may be likely to blow through the windows causing damage & costing the military money. Affects everyone on Askren Manors.

Recommendation(s):

Put shutters up on the windows in Askren Manors. Every German window has shutters.

Agency Response:

Roll blinds (Rolladen) / shutters are not included in the IMCOM–Europe Army Family Housing Standard Design Guide or Community Housing Plans. These standards were established to ensure common levels of support for AFH customers. No government owned housing facilities in the region have roller blinds or shutters installed. Installation of roll blinds in government owned stairwell buildings is cost prohibitive (estimated at \$4.4 Million for Askren Manor alone).

Lead Agency: DPW, Tim Snyder

Date: 03/26/2007

Prioritized Issue



Issue Number: 2007-01-18

Entitlements

Title:

Mandated Veterans Administrative Benefits Training Army Wide

Scope:

Soldiers are not being educated on their Veterans Administration entitlements throughout their time in service. Currently, Soldiers are not receiving consistent standardized briefings prior to exiting the military. Additional mandatory standardized briefings will prepare Soldiers who are faced with benefit related issues that are not visible at the time of their separation. Type and quality of briefings vary upon location. As a direct result, Soldiers and retirees are not receiving their full benefits.

Recommendation(s):

1. Mandate an annual training requirement for all Soldiers to receive a benefits brief by a Veterans Administration Representative.
2. Establish standardized briefings for all Soldiers.

Date: 03/20/2007

Prioritized Issue



Issue Number: 2007-01-19

Housing

Title:

Renovation of USAREUR government quarters.

Scope:

Army families are living in government quarters that are inadequate in size and quality. Due to Base Realignment and Closure, USAREUR has placed an initiative to mandate accompanied Soldiers to occupy government quarters. Many families are compelled to put household furniture that would otherwise be used into storage. In comparison to housing privatization initiative in CONUS (AR210-50), USAREUR government quarters create a lower quality of life and standard of living for our families.

Recommendation(s):

Parallel square footage requirements of USAREUR government quarters to meet CONUS new construction standards.

Date: 03/20/2007



Issue Number: 2007-02-01

Consumer

Title:

Base closure and the way it is handled.

Scope:

As base closures happen, information is not being passed on to soldiers + family members in a timely manner. Organizations + facility closures need to be published on a grand scale. When information is not forthcoming, rumors tend to start and soldier + family members are left guessing as to what will happen next. This weighs very heavily on the Moral of the soldiers + family members.

Recommendation(s):

All missions have op orders + timelines, when something as big as a base closure happens, continues updates need to happen. The basic key is to keep the community up to date + informed as facilities close. This can be done through the community paper, radio, flyers, banners distro list, FRG + unit command.

Agency Response:

Command:

PAO:

While we agree wholeheartedly with the customer's concerns, grand-scale base closures and moving of organizations are facts that the Department of Defense announces with no delegation authority. And as soon as the DoD makes such an announcement, a full-blown information operations campaign is initiated. That being said, the garrison can only fight the rumor mill with facts as we know them. For example, we can only say the Department of Defense has published its list of enduring bases overseas, and Schweinfurt is not on that list; however, the DoD has also not announced a timeline for closing the Schweinfurt community. Meanwhile, the Army and its mission continue to evolve, meaning that the published list of enduring communities might or might not change. This uncertainty sets us up for rumors and speculation. All that notwithstanding, we have done our best to keep Soldiers and families informed with the facts as we know them, for example, related to the downsizing of the Wuerzburg community. Anything contrary to what the command is publishing is only rumor, and we can only do our best to diligently share the facts.

Lead Agency:

Support Agency: PAO, Mark Heeter (3/14/2007)

Date: DD MMM YY

USAG Schweinfurt 2007 AFAP Conference



Issue Number: 2007-02-02

Consumer

Title:

Everything is closing on post.

Scope:

Single soldiers with no vehicles that are not able to get around to the different facilities in Schweinfurt.

Recommendation(s):

Keep it open

Agency Response:

Comment is very Vague... Regarding AAFES operations, outside of the Popeye's and Car Care Center all AAFES Direct operations are still open, granted they might have been consolidated into the Mega Mall.

Lead Agency: AAFES, Stan McGhee

Date: 02/25/2007



Issue Number: 2007-02-03

Consumer

Title:

Where to eat.

Scope:

Due to downsizing of Leighton Barracks and the closure of food outlets after six o'clock at night and the variety of food offered it seems that not only do people have to go off base the single soldiers will suffer.

Recommendation(s):

Provide a longer opening time.

Agency Response:

Food court operations do have longer operating hours than is stated in this issue, outside of Monday, the Food court has four food operations open till 19:30 hrs, Charley's, Subway, Taco Bell and Anthony Pizza which is open till 2000 (Tuesday-Friday). On Sat these are also open till 20:00 hrs (Anthony's is open till 2030) and Sunday we have Charley's, Taco bell, Subway open till 19:00hrs and Anthony's till 19:30

	Tuesday-Friday	Saturday	Sunday
Taco Bell	1930	2000	1900
Anthony's	2000	2030	1930
Charlies	1930	2000	1900
Subway	1930	2000	1900

Lead Agency: AAFES, Stan McGhee

Date: 02/25/2007



Issue Number: 2007-02-04

Consumer

Title:

Merge of Private Orgs. Duplicate orgs. CPO-ACS & others had no plan to consolidate under new community. Many ?? were unanswered.

Scope:

Recommendation(s):

Review *PO charters* & recommend which will die, merge, or continue when roles compete.

Agency Response:

According to AR 210-22, a Private Organization is defined as a self-sustaining and non-Federal entity, incorporated or unincorporated, which operates on DoD installations with the written consent of the installation commander or higher authority, by individuals acting exclusively outside the scope of any official capacity as officers, employees, or agents of the Federal Government. In September 06, USAG Schweinfurt assumed control of USAG Franconia operations and merged duplicate federal agencies in an attempt to streamline the service provided to members of both communities. Active USAG Franconia Private Organizations either terminated or merged with their same USAG Schweinfurt Private Organization counterpart. This issue arises because official guidance was not available on the merging of two Private Organizations. To avoid similar challenges, I recommend amending AR 210-22 to include guidance on merging two Private Organizations.

Issue is unattainable at the local level.

Lead Agency: MWR, Hal Snyder

Date: 04/25/2007

USAG Schweinfurt 2007 AFAP Conference



Issue Number: 2007-02-05

Consumer

Title:

Schweinfurt military web site under news and was ist los

Scope:

Still has x mys or Dec news at the end of January – someone really dropped the ball. I personally use this site to stay updated Re: memorials etc.

Recommendation(s):

Agency Response:

The USAG Schweinfurt PAO and the network service center work diligently to keep our home page updated, understanding the value that people place on being well-informed. The link to which the customer referred has since been removed, and customers can get this and other important information under the “Schweinfurt Dispatch” link in the info vault.

Lead Agency: PAO, Mark Heeter

Date: 03/14/2007

USAG Schweinfurt 2007 AFAP Conference



Issue Number: 2007-02-06

Consumer

Title:

The (computer) program which is used to track volunteer hours for the installation is not user friendly.

Scope:

I am NOT able to type in my BN and have a report generated to inform me who is registered and who is turning in hours outside and inside the BN. This will help to ensure people are registered + if not, to encourage them.

Recommendation(s):

Purchase new computer program for ACS volunteer program.

Agency Response:

There is a new volunteer tracking system coming on life via myarmylifetoo.com which we will be implanting in the community. This system should be more user friendly and enable these types of inquiries.

Lead Agency: MWR, Hal Snyder

Date: 03/20/2007

USAG Schweinfurt 2007 AFAP Conference



Issue Number: 2007-02-07

Consumer

Title:

Non-operating cashier booths at shoppettes (Wzbg. + Schw.)

Scope:

The shoppettes do not staff the cashier booths at Wzbg/Schw. This is a problem because of the inconvenience of having to drag child(ren) in + out of the car to pay for gas. This affects families in which one of the spouses is deployed

Recommendation(s):

Provide staff to work the booths. Even if it were only during the week for just a couple of hours, just a couple of days. This is a solution.

Agency Response:

Less than 10% of our customers utilize these cashier booths as the majority go into the Shoppette to purchase other items. At this time the Schweinfurt Shoppette does not have the traffic to justify reopening until the troops redeploy back to Schweinfurt. Same situation at Leighton, traffic has decreased to the point that it does not justify opening the booth anymore.

Lead Agency: AAFES, Stan McGhee

Date: 02/25/2007



Issue Number: 2007-02-08

Consumer

Title:

Commissary should be open for “Early Bird Shopping” a couple days a week.

Scope:

Parents drop kids off at school and have to wait until 10-11 am to go to the commissary.

Recommendation(s):

Open Commissary 7:30-9:30/10:30 1-2 days/wk for Early Bird Shopping (20 items or less). Commissary would only need 1-2 staff to accommodate the community.

Agency Response:

Modified as a prioritized issue – see 2007-02-26

Date: 03/20/2007



Issue Number: 2007-02-09

Consumer

Title:

Leaving military ID Cards w/ Commissary personnel to use cart for groceries to leave premises.

Scope:

in order to use a grocery cart to transport groceries from store to house you have to leave your military ID w/Commissary personnel. This gives everyone access to my social and spouses social.

Recommendation(s):

1. Sign-out carts to customers or # system.
2. Require another form of ID, not military.

Agency Response:

This policy was stopped on 24 Feb 07.

Lead Agency: DECA, Robert & Liz Herms

Date: 03/20/2007



Issue Number: 2007-02-10

Consumer

Title:

Schweinfurt PX they have a whole isle of candles that are leaning and could easily fall.

Scope:

I have complained but was told that was designed by candle company. It's a problem because if it falls especially on a child --

Recommendation(s):

Take them off metal base shelf or put directly on the floor so the metal base shelf won't compromise stability.

Agency Response:

We will have our Engineering folks look at this situation and take corrective action as necessary.

Lead Agency: AAFES, Stan McGhee

Date: 02/25/2007



Issue Number: 2007-02-11

Consumer

Title:

Army need to work with companies that are unwilling to ship to APO's

Scope:

Recommendation(s):

Agency Response:

Lead Agency: Postal, Charles Jones

Date: DD MMM YY



Issue Number: 2007-02-12

Consumer

Title:

Schweinfurt Elementary School uniforms. No uniforms at the PX.

Scope:

Comment cards already filled out on numerous occasions & no response.

Recommendation(s):

PX should stock recommended colors and brand of uniforms in various sizes.

Agency Response:

Local management is working the issues of school uniforms to insure that they do have the basic selection and sizes required to meet the needs of the customers.

Lead Agency: AAFES, Stan McGhee

Date: 02/25/2007



Issue Number: 2007-02-13

Consumer

Title:

Need To Know why German Nationals are not allowed to Dine in Dining Facility's

Scope:

I [name] try to offer a variety of meals to the community for there role they play in caring for soldier's and family members. It is a problem because there base passes/ID only allow them on base until 1700 hrs.

Recommendation(s):

If possible extend passes/ID's until 1800-1830 hrs.

Agency Response:

The dining facilities are here to support the Soldiers on Meal Cards (SIK). With only 50 SIKs eating in the DFAC, the dining facility will have to close. AR 30-22, para 3-34(b) a-h addresses who is authorized to eat in the dining facility, in addition to Soldiers:

- a. DOD Civilians and Contractors
- b. Retired Military
- c. Other Civilians on the Installation
- d. Members of groups sponsored at the local or national level.

Lead Agency: DOL, William Jones

Date: 03/20/2007



Issue Number: 2007-02-14

Consumer

Title:

Lack of good selection of shoes, clothes at AAFES.

Scope:

20 of the same shirts. Poor selection of shoes in my size.

Recommendation(s):

If we can franchise Taco Bell, Pizza Hut, Subway etc, why could we not have Payless etc.

Agency Response:

When you do not see the sizes or style you are looking for, you should contact the Manager to see if we can get what you are looking for.

Lead Agency: AAFES, Stan McGhee

Date: 02/25/2007



Issue Number: 2007-02-15

Consumer

Title:

Water fountain @ bowling alley has been broken for over a year, forcing people to spend \$2

Scope:

It's been broken for a year... + how many people in our community bowl?

Recommendation(s):

Get the parts or a new fountain.

Agency Response:

DPW was able to purchase the needed part and the water fountain is now fixed.

Lead Agency: MWR, Hal Snyder

Date: 04/25/2007

USAG Schweinfurt 2007 AFAP Conference



Issue Number: 2007-02-16

Consumer

Title:

The commissary makes you purchase an entire case of a special-order item.

Scope:

My friend special-ordered several items (a brand of soy sauce + a rice-topping) + was told she had to purchase the entire case. Why can't she just purchase what she needs + the DECA put the remainder on the shelves?

Recommendation(s):

Allow people to purchase order what they need + put the rest of the order on the commis. Shelves. There will be enough people to buy the product(s).

Agency Response:

For items not stocked at your location, patrons may place special orders as long as the items are currently carried on the DeCA Europe Region Stock List (RSL). Patron special order requests will be accepted for those items using DeCA Form 40-1, Commissary Patron Special Order Request.

Class A, Class B, and Class C stores will order in full case, or inner sleeve, quantities (as appropriate) for those items the patron has requested. The patron's special order will be filled with the quantity desired. The patron does not have to purchase the full case if he/she only desires a quantity less than a full case.

Class D stores will usually carry every item on the RSL.

Schweinfurt & Wurzburg Commissaries are Class D stores and carry the entire European RSL items.

Lead Agency: DECA, Robert & Liz Herms

Date: 03/20/2007



Issue Number: 2007-02-17

Consumer

Title:

Need for pet-friendly military lodgings (AFRC doesn't have many cabins + Hohenfels Inn doesn't allow pets).

Scope:

We can't travel w/o our dog + it's hard to find lodgings sometimes; we have to get a room at the local pensions usually. The Army loses money, from the room, the meals, etc...

Recommendation(s):

Have lots of rooms on 1st floor (ground-floor) set aside for pets only (+ in the case of the Bradley Inn, allow pets on the groundfloor – my dog is very old + stairs hurt him).

Agency Response:

Modified as a prioritized issue – see 2007-02-25

Date: 03/20/2007



Issue Number: 2007-02-18

Consumer

Title:

Plus size clothing

Scope:

not enough bigger sizes, Selecting of styles

Recommendation(s):

Bring in bigger size clothing

Agency Response:

Please contact the Manager who can work with you on the type of clothing and sizing you are looking at. Your local manger has been working with our HQ buyers on plus sizes and we can expect to see more in the upcoming FW 07 season.

Lead Agency: AAFES, Stan McGhee

Date: 02/25/2007



Issue Number: 2007-02-19

Consumer

Title:

PX – more autonomy

Scope:

The PX is tied too much to the decisions which are made stateside. The problem is that the local PX does not or cannot offer the customers the products they need. It affects the customers especially now that Würzburg is downsizing and other PX's are further away. Shopping in the economy is not always a better solution due to the euro/dollar exchange rate.

Recommendation(s):

To solve the problem I suggest giving the local PX's more autonomy to make decisions and adjustments what to offer our military families. I'd like to emphasize the school uniforms which there of is a very poor selection.

Agency Response:

The Schweinfurt Management team can work the majority of the stocking needs for the core demographics. If would like an item that they do not stock they can then contact other locations to see if they have the item required and if it is something that the majority of the customer would purchase they can work with the buyers to see if it would be feasible to stock.

Lead Agency: AAFES, Stan McGhee

Date: 02/25/2007



Issue Number: 2007-02-20

Consumer

Title:

Computer access to volunteer hours at Yellow Ribbon Room for volunteer Volunteer Coordinator

Scope:

The Volunteer Coordinator works in Yellow Ribbon Room half the day and does not have access to volunteer hours at that site. To better accommodate organization volunteer coordinators, she/he should have access to that program throughout the working day.

Recommendation(s):

Consider a password access for the installation volunteer coordinator from remote sites.

Agency Response:

The new Army Volunteer Corps Program Manager has been selected and will be starting soon. They will have an office at ACS and will have desk-top access to the database as well as access to the new system which will be an online application via myarmylifetoo.com

Lead Agency: MWR, Hal Snyder

Date: 03/20/2007

USAG Schweinfurt 2007 AFAP Conference



Issue Number: 2007-02-21

Consumer

Title:

The PX does not have any anniversary cards directed to the husband from the wife.

Scope:

It's not that they are sold-out. They don't even have any empty slots for anniversary cards to husbands.

They also don't have any Valentines Day cards directed to one's husband other than some funny ones (with maybe 2 or 3 exceptions).

Being deployed, or having the potential of being deployed, is serious. Wives want to give serious, meaningful, and loving cards to their husbands. There are plenty of cards directed to wives, but not to husbands.

Recommendation(s):

think this would be very easy to fix. Just tell the buyer to include a selection of cards specifically for the husbands. After all, during a deployment the primary shoppers are going to be women. They want cards for their husbands.

Agency Response:

If you contact the Manager of the store, they can work with the vendor to insure we have the correct cards to satisfy the requirement of the majority of the customer who shop and live in the Schweinfurt/Wuerzburg Community.

Lead Agency: AAFES, Stan McGhee

Date: 02/25/2007



Issue Number: 2007-02-22

Consumer

Title:

The AAFES Tire and Oil Change Shop is very rude and over priced. And extremely unprofessional.

Scope:

It affects all the wives of deployed soldiers and the Schweinfurt army community due to the fact they not giving proper information on how long a service will take. Stating it will cost \$72.00 an hour for a muffler mounting. Not a set time on how long it will take. I also have a friend who went to get the tire changed and battery charged and they messed with the stereo equipment by unplugging a cable on the battery without asking the customer first. The result is a fried stereo! Equipment worth hundreds of dollars. When my friend went to talk to them not only was she made to wait because the manager wanted to sort through papers unrelated to this customer not because of any other customer. The manager is very rude and does not know the products. I feel like they are using leverage against us because we are wives and we are not knowledgeable on autos and auto equipment.

Recommendation(s):

Get professional, certified mechanics and a faculty that can give us top notch quality work that we won't have to second guess. And better prices. With closing down Würzburg it has made it harder on us.

Agency Response:

This comment is very vague and we would need more specifics, however, if customers encounter poor or rude service they should contact the Manager on duty at this location and if the issue is not corrected then the Shoppette Manager.

Lead Agency: AAFES, Stan McGhee

Date: 02/25/2007

USAG Schweinfurt 2007 AFAP Conference



Issue Number: 2007-02-23

Consumer

Title:

Commissary/PX closed different days.

Scope:

I like to get my shopping done on the same day. This affects everyone, especially those shoppers who drive long distances.

Recommendation(s):

Close Commissary and PC on the same day, preferably on Sunday. Sunday is the Sabbath, a day of rest for most of Germany. Why not let our com. And PX employees rest as well on this day?

Agency Response:

AAFES Response:

AAFES decision to close the Mall is based on Foot Traffic; this is the slowest day of the week and makes good business sense. Closing on Sundays doesn't make any good business sense as this is the 2nd busiest day due to folks coming to shop from other locations. We can not speak for the Commissary reasoning for closing on Wednesday.

DECA Response:

Lead Agency: AAFES, Stan McGhee

Lead Agency: DECA, Robert & Liz Herms

Date: 02/25/2007



Issue Number: 2007-02-24

Consumer

Title:

I have Purchased produce from the commissary that were rotten.

Scope:

I have Purchased eggplant, Pineapple and coconuts that were rotten when I tried to serve them. It was the same day they were purchased.

Recommendation(s):

Commissary needs to be more conscientious with the produce.

Agency Response:

All produce shipments are checked by the produce department manager upon arrival at the store for quality of product. Periodic inspections are also conducted by the medical food inspectors. Throughout the business day, produce personnel check all display areas to remove any unsightly or deteriorated products. Every effort is made to ensure only products of the highest quality are available for patron selection.

Customers that encounter a problem with any item should contact a member of the management staff, for a replacement or refund for that item. This also gives the Commissary the opportunity to check the remaining items in question for quality.

Lead Agency: DECA, Robert & Liz Herms

Date: 03/20/2007

Prioritized Issue



Issue Number: 2007-02-25

Consumer

Title:

Pet friendly resort lodging

Scope:

Not all military resort lodging provides pet friendly accommodations. Military families frequently travel with their pets on both official and leisure travel. Lack of military resort lodging with pet accommodations causes additional financial burden because families must seek non-military alternatives.

Recommendation(s):

Require all military resort lodging to provide pet friendly rooms.

Date: 03/20/2007

Prioritized Issue



Issue Number: 2007-02-26

Consumer

Title:

Allocation of regional Commissary hours.

Scope:

Commissaries do not have enough flexibility to expand the operating hours to meet the needs of the community based on current limited regional allocations. Parents and working patrons frequently need to shop earlier or later than current hours of operation based on school start times and extended duty hours. Current restrictions only allow Commissaries to shift time schedules without the ability to add hours to weekly operations. Shifting times negatively impacts other hours of operation.

Recommendation(s):

1. Establish regional annual surveys gearing towards individual communities.
2. Revise regional hours to accommodate individual communities based on the surveys conducted.

Date: 03/20/2007



Issue Number: 2007-03-01

Family Support

Title:

Banking becomes difficult once the service member passes away. Retirees, local national widower

Scope:

It affects all military and family members, Retirees Something as simple as name in the wrong place on several papers can make the difference of the dependant receiving their money quickly or it taking months

Recommendation(s):

Have monthly or quarterly events that have organizations form the V.A., Bank, Finance + others come together to give Military + retirees an opportunity to go over their paperwork + have it check out to make sure all is good to go.

Agency Response:

DHR:

Community Bank:

The Community Bank is dedicated to assisting our customers to be financially prepared. Through PDP/FDP, In/Out Processing briefings and other briefings in the community, this difficult subject is discussed. We will always ensure a bank representative attends briefings such as the recommendation made above.

If the recommendation is not an option, the following tips should help to prepare our customers:

Recommend spouses are joint account holders on all accounts. This prevents funds being frozen in case of death of one the account holders.

All accounts may be set up as Payable on Death, (POD). This allows the named beneficiary access when a Death Certificate is presented.

Please note that a Power of Attorney becomes invalid at the time of the Principal's death.

Lead Agency: DHR, John McIntyre

Support Agency: Community Bank, Debra Shellhammer (3/13/2007)

Date: DD MMM YY



Issue Number: 2007-03-02

Family Support

Title:

would love to have simple classes /and or access to expertise advice Re: (1) simple computer classes (2) setting up “webcam” (3) setting up and

Scope:

downloading pictures on computer and photography classes.

Recommendation(s):

Agency Response:

Lead Agency: DHR, John McIntyre

Date: DD MMM YY



Issue Number: 2007-03-03

Family Support

Title:

would love to have a shuttle to go down town

Scope:

maybe 4 times a day ie 9 – 12 – 2 – 4 so that we can easier get to downtown to shop or for doc appts

Recommendation(s):

Agency Response:

A waiver from the Army and Department of Defense would be required in addition to a fare to cover the cost. This fair would have to cover the cost of running the shuttle and an additional person to collect the fare. Estimated cost one-way would be \$15-\$30.

Lead Agency: DOL, William Jones

Date: 03/20/2007

USAG Schweinfurt 2007 AFAP Conference



Issue Number: 2007-03-04

Family Support

Title:

Speeding in CDC Area.

Scope:

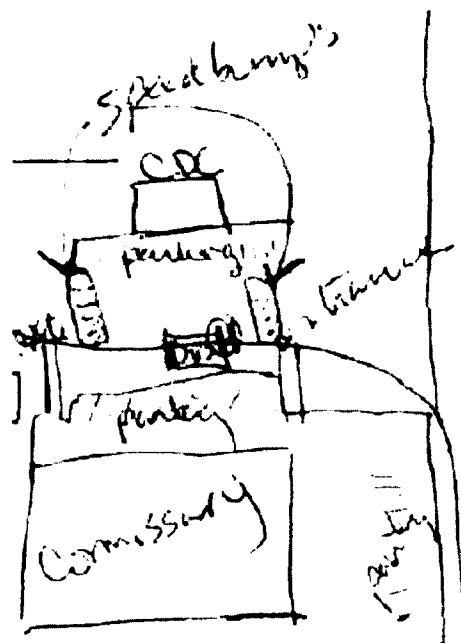
Daily I see cars speeding in road area between CDC & Commissary endangering small children too young to understand consequences of stepping into traffic.

Recommendation(s):

Place speed bumps at ends of section but before-after exits to commissary so traffic not cutting directly in front of CDC isn't affected – see diagram.

Agency Response:

Speeding on Askren Manor is a continuous problem; MPs have placed some control measures in the form of increased presence in the area and will continue to do so. However, garrison is not authorized, as per guidance from higher HQ, to install speed bumps on post. Request for speed bumps should be submitted to higher headquarters for authorization.



Lead Agency: DES, CPT Lid Ryan

Date: 02/23/2007



Issue Number: 2007-03-05

Family Support

Title:

Don't follow through w/ policy on family stabilization to extend for child senior graduation. Made a Rqst + was denied twice.

Scope:

Families with High School seniors + soldiers very disappointment.

Recommendation(s):

Keep their words; Follow through w/ policy.

Agency Response:

Lead Agency: DHR, John McIntyre

Date: DD MMM YY

USAG Schweinfurt 2007 AFAP Conference



Issue Number: 2007-03-06

Force Support

Title:

ACU wear out quicker than BDU's + are less serviceable than BDU's

Scope:

The new ACU wear out quicker than the old BDU's making the need to buy them increase. Also mechanics that have to get underneath vehicles tend to have to purchase more ACU's due to oil + dirt stains

Recommendation(s):

Increase clothing allowance + do research for a more durable fabric that does not fade as quickly or retains grease spots (for Mechanics).

Agency Response:

The Army is working the problem with ACUs. In May 2008, major changes to the policy will be made, reference message 130222ZJan07. Mechanics should be issued coveralls which are on-hand in CIF.

Lead Agency: DOL, William Jones

Date: 03/20/2007

USAG Schweinfurt 2007 AFAP Conference



Issue Number: 2007-03-07

Family Support

Title:

Schweinfurt Elementary School parking. No parking spaces & the children that walk home run across unguarded.

Scope:

This is a very big problem especially for mothers of infants, preschoolers and school aged kids. It is very disorderly when school lets out & children (unsupervised) run across the street from various angles – no parking, so cars block other cars. People get upset at other drivers who do not have better choices or solutions to the problem.

Recommendation(s):

There should be better & organization and supervision for Schweinfurt after school parking & traffic control. Every parent should either pick the kids or have a adult walk the kids home.

Agency Response:

Parking within the elementary school, the commissary, and the CDC is a continuous problem due to lack of spaces. Request to authorize funding and expansion of the parking lot for teachers should go to the Garrison Commander and DPW.

As far as the unsupervised children, I agree with the recommendation that an adult should supervise the children getting out of school. I recommend coordination with the school leadership to establish a program in which, on a rotating basis, parents take turns picking up and escorting children from the elementary school to their stairwells. This will require coordination and cooperation from the whole community. Parents must also remember that it is a violation of post policy to have children of certain age run around unsupervised. Meanwhile, MPs will be present between 1400 and 1430 (mission depending) to help protect our children.

Lead Agency: DES, CPT Lid Ryan

Date: 02/23/2007



Issue Number: 2007-03-08

Family Support

Title:

Not enough parking spaces in the teacher's parking lot at Schweinfurt Elementary School.

Scope:

We (the teachers and aides) have to park behind the commissary and sometimes this area is even full, so some of us park in the commissary parking lot

Recommendation(s):

Expand the teacher's parking lot by removing the grassy area to your right as you enter through the gate (would open up 4 or 5 parking slots)

Agency Response:

Parking within the elementary school, the commissary, and the CDC is a continuous problem due to lack of spaces. Request to authorize funding and expansion of the parking lot for teachers should go to the Garrison Commander and DPW.

Lead Agency: DES, CPT Lid Ryan

Date: 02/23/2007



Issue Number: 2007-03-09

Family Support

Title:

To make the smaller room in the Yellow Ribbon Room child friendly so it can be used as a child care room.

Scope:

The computers and office equipment need to be secured in order for children to be in the room.

Recommendation(s):

I recommend that *cabinet/desks* be built along the inner walls of the room to house the computer. Then they (the cabinets) could be closed up and locked after business hours.

Agency Response:

In the past it was determined that the YRR could only be certified as a STACC site if the computers were removed entirely. We will re-visit this again.

Lead Agency: MWR, Hal Snyder

Date: 03/20/2007



Issue Number: 2007-03-10

Force Support

Title:

Shorter deployments

Scope:

Everyone

Recommendation(s):

Do it like the Marines and Air Force. More deployments but with more time home. As in 6 months away, 4-10 months at home.

Agency Response:

Issue is unattainable at the local level.

Follow Up:

According to an article published in the Washington Post (12 Apr 07), "Defense Secretary Robert M. Gates announced yesterday that all active-duty soldiers currently deployed or going to Iraq and Afghanistan will see their one-year tours extended to 15 months, acknowledging that such a strain on the war-weary Army is necessary should the ongoing troop increase be prolonged well into next year."

Lead Agency:

Date: 04/25/2007



Issue Number: 2007-03-11

Force Support

Title:

Scope:

Recommendation(s):

We need shorter Deployed. 1 year is to long + not enough time back at regular station.

Agency Response:

Issue is unattainable at the local level.

Follow Up:

According to an article published in the Washington Post (12 Apr 07), "Defense Secretary Robert M. Gates announced yesterday that all active-duty soldiers currently deployed or going to Iraq and Afghanistan will see their one-year tours extended to 15 months, acknowledging that such a strain on the war-weary Army is necessary should the ongoing troop increase be prolonged well into next year."

Lead Agency:

Date: 04/25/2007



Issue Number: 2007-03-12

Force Support

Title:

Sponsor Ship

Scope:

All newly arriving soldiers and their families

Recommendation(s):

Needs more overwatch from higher ranking personal.

Agency Response:

Modified as a prioritized issue – see 2007-03-24

Date: 03/20/2007



Issue Number: 2007-03-13

Force Support

Title:

Why is it that the Marines do 7 mo tours, the Air Force does 4 mo tours, but we get stop-losses or extended past 12 mos?

Scope:

I believe it affects all soldiers + families.

Recommendation(s):

Even tours for every branch.

Agency Response:

Issue is unattainable at the local level.

Follow Up:

According to an article published in the Washington Post (12 Apr 07), "Defense Secretary Robert M. Gates announced yesterday that all active-duty soldiers currently deployed or going to Iraq and Afghanistan will see their one-year tours extended to 15 months, acknowledging that such a strain on the war-weary Army is necessary should the ongoing troop increase be prolonged well into next year."

Date: 04/25/2007



Issue Number: 2007-03-14

Family Support

Title:

The process of getting a job using the resumix system. It is unfair & a difficult process, for spouses in Germany.

Scope:

The issue is a computer system reads the resume & will only forward your resume on If it is almost identical to the job description. With every job it says education can be substituted for experience yet the system will kick your resume back & deny b/c it does not recognize a 4-year degree on the resume. It is a problem for every spouse.

Recommendation(s):

Since we are small communities in Germany, every resume should be sent to the hiring agency for review. Not sent through the main system to be edited by a computer program. Also, the system should be made to recognize a 4-year degree so that you can substitute education for experience.

Agency Response:

Resumix is a skills search based program. OPM's Qualification Standards for General Schedule positions outline the qualification/educational requirements for all General Schedule Positions. In general, Education can be substituted for experience up the GS-5 grade. At the GS-6 level, one year of specialized experience is needed, and can not be substituted with education. There are certain positions, which have a positive education requirement in addition to specialized experience. The OPM's Qualification is accessible at: <https://www.opm.gov/qualifications/SEC-II/S2-A-B.asp>.

An applicant that has not been referred for a position may request a review through:

applicanthelp@cpsrxtp.belvoir.army.mil

Lead Agency: CPAC, Alexandra Williams

Date: 03/19/2007



Issue Number: 2007-03-15

Family Support

Title:

Army E-Learning not accessible for family members + spouses.

Scope:

There are classes such as Rosette Stone that would be nice to use.

Recommendation(s):

Allow F/M + spouse to have access at least to some of the training items.

Agency Response:

Lead Agency: DHR, John McIntyre

Date: DD MMM YY



Issue Number: 2007-03-16

Family Support

Title:

Issue: Contractors income consideration for childcare PRT + category. They use the annual pay but that pay is not guarantee because it's work based. Business=pay no business: no pay

Scope:

Contractors [?] are paid on a monthly Basis

Recommendation(s):

Is there a way to adjust it somehow for contractors – say adjust it @ year-end actual pay – give reimbursement if the actual year-end pay was actually a category Below.

Agency Response:

If the contractor has a contract that says what they will make a year CYS will calculate that into the total family income. If it turns out to be lower (cancelled classes etc) CYS will take a 3 month of income and calculate that into their total family income.

Lead Agency: MWR, Hal Snyder

Date: 04/24/2007

USAG Schweinfurt 2007 AFAP Conference



Issue Number: 2007-03-17

Family Support

Title:

PASSPORTS – Length of time it takes to obtain them

Scope:

It effects the whole family. A baby born abroad needs a passport fast – but it takes two month before you can even get one – and 6-8 weeks for it to come in unless emergency. You can't expedite it w/o an emergency red cross message – but outside of the military you can.

Recommendation(s):

Even if we have to pay to expedite a passport – we should be able to. Our husbands are deployed. It shouldn't take so long to go back to the states w/our child. We deserve to have the right to get it done faster w/o having a death in the family.

Agency Response:

Modified as a prioritized issue – see 2007-03-23

Date: 03/20/2007



Issue Number: 2007-03-18

Family Support

Title:

parking by elm. school

Scope:

If the people that live at building [number] are not home between 2-230 when school is letting out they have to either park down the street or wait for a spot.

Recommendation(s):

have another place for student pick up – maybe by the teacher parking.

Agency Response:

Parking within the elementary school, the commissary, and the CDC is a continuous problem due to lack of spaces. However, residents in the stairwells in Askren Manor have designated parking spaces that should not be used by anyone else. If someone is taking your housing parking spot please take the license plate number and notify the MPs; with this information we will be able to cite the person on a 1408 and a record of misconduct will be established for action by the Garrison Commander as appropriate.

As far as selecting another place for student pick-up I have to refer that decision to the elementary school leadership.

Lead Agency: DES, CPT Lid Ryan

Date: 02/23/2007



Issue Number: 2007-03-19

Force Support

Title:

Deployment length and the effects it has on your family.

Scope:

I strongly believe that if the deployments were shorter the Divorce rate, Separation anxiety, Suicide rates and unlikely demeanors with children would be much less. As a military wife I think that it is important that we support our soldier's to boost there morale and keep them focus on the mission. I think this would do wonders for the military and the community.

Recommendation(s):

Agency Response:

Issue is unattainable at the local level.

Follow Up:

According to an article published in the Washington Post (12 Apr 07), "Defense Secretary Robert M. Gates announced yesterday that all active-duty soldiers currently deployed or going to Iraq and Afghanistan will see their one-year tours extended to 15 months, acknowledging that such a strain on the war-weary Army is necessary should the ongoing troop increase be prolonged well into next year."

Date: 04/25/2007



Issue Number: 2007-03-20

Family Support

Title:

Lack of educated respite care providers and respite care available for children with special needs, especially children diagnosed with mentally and/or emotionally challenged diagnoses such as autism or PDD/NOS.

Scope:

This affects parents who consider a trip alone to the grocery store a relief. This affects their children because after a break, the parent can provide more patience and attention. This affects marriages, distressing the parents so that they can relax and enjoy one another. This affects whole families which affects performance at work. Thus, it affects the Army.

Recommendation(s):

1. Create a respite program with money available to pay providers.
2. Provide continuing education, training and benefits for eligible respite care providers, including those employed at CDC and CYS.

Agency Response:

Schweinfurt Health Clinic:

ACS EFMP:

Europe will soon be receiving Global War on Terrorism (GWOT) funds for Exceptional Family Member Program (EFMP) Respite Care. We will be required to follow specific guidance and market the availability of respite care. IMCOM-E is assisting with this endeavor and will assist each community as they develop the program. The EFMP Manager will partner with Child and Youth Services and develop a plan and options for care. Additionally, the EFMP Manager will recruit and train additional providers depending on the needs of your community with the help of the Community Health Nurse and CYS.

CYS:

CYS is working in conjunction with EFMP and will take advantage of the EFMP trainings/support groups as an educational opportunity for CYS staff to participate. CYS will also offer Parent Points for parents that attend the training.

Lead Agency: Schweinfurt Health Clinic Commander, LTC Daniel Duecker

Support Agency: ACS EFMP, Michael Payne (3/19/2007)

Support Agency: CYS, Bonnie Cornelison (4/25/2007)

Date: DD MMM YY

USAG Schweinfurt 2007 AFAP Conference



Issue Number: 2007-03-21

Family Support

Title:

Lack of autism education required and available for parents, teachers and caregivers.

Scope:

Affects community as a whole, especially those working with children diagnosed with PDD/NOS or autism. Also affects entire school child diagnosed is attending.

Recommendation(s):

Require regular/updated education for all teacher and caregivers at CDC in DoDDS school system. EFMP could provide these educational workshops? Parents should be strongly encouraged to attend.

Agency Response:

Schweinfurt Health Clinic:

ACS EFMP:

Since Aug 06 the Exceptional Family Member Program has offered workshops each month that addressed many issues that parents of children with special needs encounter across an a wide spectrum including Autism, ADHD, ODD, etc.

Some of the feedback I received indicated that parents would prefer to have a monthly support group addressing their child's specific diagnosis, and so beginning this month we will be conducting monthly support groups for parents of children with ADHD, and parents of children with Autism. The support groups will meet on the last Monday and Friday of each month in the ACS Classroom where they can exchange ideas and share experiences. An ACS representative or subject matter expert will also be available to assist with any questions, and provide relevant information during the course of the two hours.

CYS: CYS is working in conjunction with EFMP and will take advantage of the EFMP trainings/support groups as an educational opportunity for CYS staff to participate. CYS will also offer Parent Points for parents that attend the training.

SLO:

DoDDS-Europe has two Autism Consultants, both of whom do provide training at school request, which must process through the DSO and Area offices. Chuck York has provided assistance to Wuerzburg several times at the request of the school. When Jennifer Baldwin went to Schweinfurt last Feb. for monitoring, she also provided 3 after-school training sessions, one of which was geared towards parents. Chuck York mentioned that Autism 101, a course open to teachers, parents and the community for credit or as a workshop, will likely be offered in the area next fall. That is something to look forward to but does not preclude the school from making an additional request if assistance is needed.



More info from Jennifer Baldwin: In reading the attachment, it sounds like the author is most concerned about training for parents and CDC staff. This is an issue that has come up in several communities. The EFMP manager for ERMCM has clarified that these community agencies need to work through their own "systems", possibly utilizing the schools, in order to make a request for training. Because CDCs are not part of DoDDS, we do not independently plan to visit them to provide training. But we have responded to requests from their Training and Curriculum Specialists and administrators for specialized training. We have also responded to requests from local EFMP/SNIAC offices and parent groups. Because DoDDS is a separate entity, these agencies often coordinate with us through the schools or district sped coordinators. When we go to a school, we encourage any training opportunities to be advertised as appropriate. We were recently contacted directly by the ACS office at Schweinfurt to participate in an Autism Panel on April 11, and I have agreed to do so. From what I understand, that will be open to parents and any other interested individuals.

Lead Agency: Schweinfurt Health Clinic Commander, LTC Daniel Duecker

Support Agency: ACS EFMP, Michael Payne (responded 3/19/2007)

Support Agency: CYS, Bonnie Cornelison (responded 4/25/2007)

Support Agency: SLO, Beth Potter & Damon McGibboney (responded 3/19/2007)

Date: DD MMM YY



Issue Number: 2007-03-22

Family Support

Title:

Problem with shuttle bus drivers not arriving or coming too early.

Scope:

I live out in the city and depend on the shuttle bus. Twice the same driver (both times) did not return to pick up after dropping off. Sometimes the other drivers are 5-10 minutes early and don't wait.

Recommendation(s):

Making the bus drivers adhere to the bus schedule. Allow us to call them on the weekend so that we are not left without transportation.

Agency Response:

When this happens we need to know. Please provide the date, time and bus route so we can contact the driver. Without specific information we cannot correct the problem.

Future comments should be directed to: Hubert Guggendichler at DSN: 353-8386 or CIV: 09721-96-8386

Lead Agency: DOL, William Jones

Date: 03/20/2007

Prioritized Issue



Issue Number: 2007-03-23

Family Support

Title:

Passport timeline accountability

Scope:

It currently takes up to four months to receive a tourist passport once the properly prepared application is submitted. There is no tracking or accountability once an application has been submitted to the consulate. This negatively impacts service members, U.S. civilians and their families overseas by creating a financial burden (i.e. additional travel costs, duplicate households, increased transportation expenses).

Recommendation(s):

1. Implement an online tracking system to monitor application progress.
2. Appoint a liaison at the consulate to monitor and relay application process information to Personnel Service Battalion (PSB).
3. Establish, publish and adhere to guidelines set forth by the State Department regarding passport application process.

Date: 03/20/2007

Prioritized Issue



Issue Number: 2007-03-24

Family Support

Title:

Family Member Sponsorship

Scope:

Families arrive at new duty station without consistently being assigned a sponsor. There are communication problems between the soldier and gaining unit. This impedes in-processing and orientation for newly arriving family members.

Recommendation(s):

1. Automate DA 5434 (sponsorship program counseling and information sheet) to forward family information to new unit.
2. Establish worldwide automated system to identify incoming family members to Family Readiness Liaison/Family Readiness Support Assistant (FRL/FRSA).

Date: 03/20/2007



Issue Number: 2007-04-01

Medical

Title:

Handicap Access.

Scope:

Not a lot of access for handicap people soldiers and civilians.

Recommendation(s):

Make improvements for handicap accessibility. For instance the chapel is not make for a handicap person.

Agency Response:

Modified as a prioritized issue – see 2007-04-16

Date: 03/20/2007



Issue Number: 2007-04-02

Medical

Title:

Military wives can be admitted to a German hospital when their husband is deployed or in the field or in the States for a course, and no one in the Army (other than the Patient Liaison from the Health Clinic) knows about it.

Scope:

As an example, I was admitted to the German hospital for 10 days while my husband was in the States at airborne school. No one in his chain of command, or in the FRG, knew I was in the hospital. I was newly married and had not met anyone in the army. I did not have any phone numbers. No one came to visit me or to ask me if I needed anything. This did not bother me, but I am willing to use it as an example because it makes me realize how possible it is for wives to be admitted to the hospital when their husbands are deployed, and have no one from their unit or FRG ever find out. Even if this does not bother the patient, what if there is a terrorist act or threat that requires everyone to be on a secure post, and the FRG leaders need to contact everyone. Or what if something happened to the woman's husband while deployed, and she needed to be found so she could be notified.

Recommendation(s):

I believe that the Patient Liaison should inform the troop commander of the patient's spouse, and that the troop commander should contact the FRG Leader, or that the Patient Liaison should inform the FRG Leader directly. If patient confidentiality is an issue, then the Patient Liaison can ask the patient for permission, or even to have her sign a form giving permission. However, since Command Sponsorship is a privilege and not a right, I think that a wife who wants Command Sponsorship should be willing to give up that right to entering a hospital without anyone else knowing. In a foreign country, with a war against terrorism being fought, the army needs to be able to know where the family members who are Command Sponsored are at all times – particularly during a deployment.

Agency Response:

Lead Agency: Schweinfurt Health Clinic Commander, LTC Daniel Duecker

Date: DD MMM YY



Issue Number: 2007-04-03

Medical

Title:

Well-baby visits and Sick-baby visits are using the same waiting room at the health clinic.

Scope:

Well-babies get sick from Sick-babies, and then there are more Sick-babies who need appointments, and who continue to spread the sickness to other Well-babies.

Recommendation(s):

There should be a separate waiting room for Well-babies from Sick-babies.

Agency Response:

Lead Agency: Schweinfurt Health Clinic Commander, LTC Daniel Duecker

Date: DD MMM YY



Issue Number: 2007-04-04

Medical

Title:

Pre-natal referrals to the German economy for high-risk pregnancies should be given as soon as the mother knows she is pregnant.

Scope:

As a 40-year old, I had a high risk pregnancy. I found out I was pregnant early – when I was about 3 weeks pregnant. I began having problems right away and the American doctor put me on bedrest for 2 weeks because he didn't know what else to do. I was simply having cramping. Within another couple weeks, I was unable to keep any food or water down for days on end. I saw 5 different doctors at the army clinic, as well as a trip to the Wurzburg army emergency room, within a two-week time period, and each doctor gave me a different medicine. All of those medicines were in the class of medicines which are considered risky for pregnancies, yet they all told me they were in a different class – a class assumed to be safe for pregnancies. When the 5th doctor told me how unsafe and risky all the different medicines I'd been given were, and showed me in the book of medicines, I became hysterical because I trust the doctors to know what they are doing. It was at that point, and not until that point, that I received my referral to the German gynecologist. The German doctor saw me that day and put me in the hospital that night. I had attended the requisite “baby class” at the health clinic, despite my bedrest and vomiting, and when I went to schedule my first pre-natal visit after the class, which was required to be within 30 days, I was told there were no appointments available within 30 days and that someone would call me. No one ever did. The bottom line is that I feel high-risk pregnancies should be monitored by a gynecologist AS SOON AS the woman knows she is pregnant.

Recommendation(s):

All high-risk pregnancies should be monitored by a gynecologist (referred to the German economy) AS SOON AS the woman knows she is pregnant.

Agency Response:

Lead Agency: Schweinfurt Health Clinic Commander, LTC Daniel Duecker

Date: DD MMM YY



Issue Number: 2007-04-05

Medical

Title:

Contracted clinics, Mission Hearts is a horrible place.

Scope:

They are not aware of the cultural differences of Americans. Example: Knocking on the door before hospital staff walks into an exam room while patients are getting up dressed. It happened to be 3 times in one visit.

Recommendation(s):

Making Hospitals & clinics culturally aware of the differences.

Agency Response:

Lead Agency: Schweinfurt Health Clinic Commander, LTC Daniel Duecker

Date: DD MMM YY



Issue Number: 2007-04-06

Medical

Title:

No emergency health care assistance for non-immediate dependents of a military service member.

Scope:

With the closing of the hospitals, the non-immediate dependents can't get insurance covered emergency assistance from the German hospitals. If a service member has a parent-in-law as a dependent Tricare will not pay if this dependent needs any emergency care from a German facility, only if is treated in the Army hospital.

Recommendation(s):

1. Get Tricare to covered this type of emergencies for this type of dependent (a quota is deducted from the service member LES).
2. Provide another insurance for this particular dependents.

Agency Response:

Lead Agency: Schweinfurt Health Clinic Commander, LTC Daniel Duecker

Date: DD MMM YY



Issue Number: 2007-04-07

Medical

Title:

I have lived here for six years now and have never been allowed to see our [unit] primary care provider. I have always had to see a different doctor.

Scope:

I have had my thyroid removed and have other health issues that need a lot of follow ups. With having to see a new doctor every time I go to the clinic I have to explain all of my situations over and over. Every doctor has different answers. It has been a nightmare.

Recommendation(s):

I am the [unit]. I would hate knowing that all of the families are going through the same horrible health care. O think things would be better if we could at least see the same doctor.

Agency Response:

Lead Agency: Schweinfurt Health Clinic Commander, LTC Daniel Duecker

Date: DD MMM YY



Issue Number: 2007-04-08

Medical

Title:

Medical – We should have US facilities available.

Scope:

It is difficult to deal with German medical facilities due to the language barrier and vast cultural differences.

Recommendation(s):

Move everyone to 1-2 bases in Germany to have Hosip. Level care available within the US Army.

Agency Response:

Lead Agency: Schweinfurt Health Clinic Commander, LTC Daniel Duecker

Date: DD MMM YY



Issue Number: 2007-04-09

Medical

Title:

Rehab Support for USAREUR Soldiers undergoing PT/Rehab

Scope:

Soldiers in USAREUR who have Returned from DR + remain here need support with Rehab Svcs – help to get necessary appts/transport to clinics or Landstuhl + even help with home PT

Recommendation(s):

Local Nurse Case Manager at Clinics to Assist and Transport to LRAMC as needed

Agency Response:

Lead Agency: Schweinfurt Health Clinic Commander, LTC Daniel Duecker

Date: DD MMM YY



Issue Number: 2007-04-10

Medical

Title:

The health clinic and dental clinic do not allow the mother to bring her baby or child with her to an appointment for the mother. The health clinic expects the baby to be left at the CDC or with a neighbor or friend.

Scope:

This is an issue which affects every mother. This issue makes it unlikely that the mother will receive adequate health care, particularly when she is too sick to make prior arrangements for the child, or if both the mother and child are sick at the same time and the sick child cannot be left at the CDC, or if the baby is too young to be left with someone other than mother – particularly if the mother is breastfeeding.

Recommendation(s):

I simply think that babies and children should be allowed to attend a doctor's or dental appointment with the mother. I don't see the need for it to be a major issue. The CDC often doesn't have last minute hourly care available because people can reserve those slots up to 30 days in advance. It is unfair to the mothers who don't have a drivers license or car to get to the CDC which is on a different post than the health clinic, and it is also unfair to mothers who don't have neighbors or friends available to watch the baby/child – particularly at the last minute – i.e. if the mother wakes up vomiting or with a high fever, or if she gets a urinary tract infection – something that needs immediate treatment with an antibiotic. If both the baby and the mother have the same illness, then they should be able to both be seen at the health clinic at the same time. It's also not fair to require a mother to pay for childcare simply so she can be seen by the doctor.

Agency Response:

Health Clinic:

Dental Clinic:

Parents receiving treatment in a dental clinic often require anesthetic injections and being worked on by sharp instruments. There are also many other hazards (aerosols, needles, sharp objects, hot instruments and equipment) in the clinic that create a safety hazard for children. The presence of children would prevent our providers from delivering quality dental care safely and therefore they are not allowed in the Dental Treatment Room (DTR) while the adult is receiving treatment. We are not staffed or qualified to watch children and USAREUR Policy requires direct adult supervision of children below the 6th grade (see attached Child Supervision Policy).

Lead Agency: Schweinfurt Health Clinic Commander, LTC Daniel Duecker

Lead Agency: Schweinfurt Dental Clinic, 1SG Mark Eavey (3/22/2007)

Date: DD MMM YY



DEPARTMENT OF THE ARMY
INSTALLATION MANAGEMENT AGENCY
EUROPE REGION OFFICE
UNIT 29353, BOX 200
APO AE 09014-0200

IMEU-MWD-A

15 May 2006

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Child-Supervision Guidance

This memorandum expires in 1 year.

1. This memorandum provides child-supervision guidance and information to help parents safeguard their children (encl). This guidance is based on the child's grade in school, not the child's age.
2. Parents are ultimately responsible for the welfare and actions of their children. Failure to exercise those parental responsibilities may constitute child neglect. Parents must use good judgment and consider the physical, emotional, and psychological maturity of their child when determining the level of supervision the child requires. Parents should not give the degree of self-management and responsibility allowed in this guidance to children with an attention deficit disorder (ADD), attention deficit hyperactivity disorder (ADHD), behavioral problems, developmental delay, impulsivity, psychiatric problems, or other impairments.
3. Table 1 of the enclosure provides guidance on the level of adult supervision needed for children in different grades. Incidents of unsupervised children will be reported to the installation Family Advocacy Program (FAP) report point of contact (RPOC) (the military police), who will ensure that incidents are investigated. The FAP RPOC will forward cases of unsupervised children to social work services and the garrison commander. Table 2 provides conversions from age to grade for home-schooled children. During the summer, children are considered to be in the grade they just completed.
 - a. Children in the fifth grade and below will have adult supervision at all times except as indicated in table 1 under the "May Be Left Outside Unattended (Including Playing)" and "May Be Left Unattended in a Car" columns.
 - b. Children in the sixth grade may babysit siblings over 2 years old for up to 3 hours if they have ready access to adult supervision. Children in the seventh grade and higher may babysit children for up to 6 hours if they have ready access to adult supervision. The definition of ready access constitutes a minimum requirement of availability of telephone access and the telephone number of each person designated as having an adult supervisory role. Children in the seventh grade and younger who are eligible to babysit may not pick up children from Child and Youth Services (CYS) activities.

This memorandum is available at <https://www.aeaim.hqusareur.army.mil/library/>.

IMEU-MWD-A
SUBJECT: Child-Supervision Guidance

4. Table 3 of the enclosure lists child-supervision criteria, including supervision levels, definitions, and supervision options for parents. Parents who need help identifying an option that meets their requirements should be referred to the CYS resource and referral office.

Encl

RUSSELL B. HALL
Director

DISTRIBUTION:
C (AEPUBS)

Table 1 Army in Europe Child-Supervision Guidelines						
Age or Grade of Child	May Be Left Alone at Home	May Be Left Alone Overnight	May Be Left Outside Unattended (Including Playing)	May Be Left Unattended in a Car	May Babysit Siblings	May Babysit Others (Besides Siblings)
Newborn through age 4	No	No	No	No	No	No
Kindergarten through grade 5	No (note 1).	No	Kindergarten through grade 3: Yes, if in a playground or yard with immediate access (sight or hearing distance) to adult supervision (notes 2 and 3). Grades 4 and 5: Yes, if in a playground or yard with ready access to adult supervision. Kindergarteners may not walk to or from school or other supervised activities alone. 1st through 5th graders may walk to and from school and other DOD-sanctioned activities alone. Parents must consider the distance to the school, school-building opening time, hours of darkness, and the child's maturity level (notes 2, 3, and 4).	Yes, for up to 10 minutes (for example, when an adult is picking up mail or paying for gasoline) if the keys have been removed and the handbrake applied (notes 3 and 5).	No	No
Grades 6 and 7	Yes, for up to 6 hours in a 24-hour period (but not overnight) with ready access to adult supervision (notes 2, 3, 4, and 6).	No	Yes, for up to 6 hours with ready access to adult supervision (notes 2, 3, 4, and 6).	Yes (notes 2, 3, and 5).	Grade 6: Yes, for up to 3 hours with ready access to adult supervision (notes 2, 3, 4, and 6). Grade 7: Yes, for up to 6 hours with ready access to adult supervision, but not overnight (notes 2, 3, 4, and 6).	Grade 6: No Grade 7: Yes, for up to 6 hours with ready access to adult supervision, but not overnight (notes 2, 3, 4, and 6).
Grades 8, 9, and 10	Yes, but not overnight (note 3).	No	Yes (note 3).	Yes (notes 2, 3, and 5).	Yes, for up to 12 hours with ready access to adult supervision, but not overnight (notes 2, 3, 4, and 6).	Yes, for up to 12 hours with ready access to adult supervision, but not overnight (notes 2, 3, 4, and 6).
Grades 11 and 12	Yes (note 3).	Yes, for up to 48 hours, but an adult neighbor or adult friend must check on them at least every 12 hours. Minors must have telephone access to a neighbor in case of emergency and must know where at least one parent is (note 2).	Yes (note 2).	Yes (notes 2, 3, and 5).	Yes (notes 3, 4, and 6).	Yes (notes 3, 4, and 6).
NOTES: 1. Parents must make an informed choice (for example, regarding heat, level of danger, amount of time) when carrying groceries from the car to the stairwell apartment or when doing laundry and leaving the child in the stairwell apartment. 2. Adult supervision is defined as "someone who has or assumes responsibility for the child (for example, a parent, guardian, care provider, friend)." 3. Parents are responsible for assessing the individual capabilities of their children. Questions to answer may include "Can your child solve problems independently?" "Does your child think through to the consequences before choosing to behave in a certain way?" "How does your child occupy him- or herself when left with free time?" 4. Ready access is defined as "as a minimum, telephone access and telephone number of each person designated as adult supervision." 5. Children may have difficulty assessing dangerous weather conditions (for example, extreme heat or cold) and taking action to protect themselves. 6. Red Cross or Child and Youth Services babysitting training is strongly recommended.						

Table 2 Conversion From Age to Grade (for Home-Schooled Children)							
Age	4½ - 5	6	7	8	9	10	11
Grade	Kindergarten	1st	2d	3d	4th	5th	6th
Age	12	13	14	15	16	17 - 18	
Grade	7th	8th	9th	10th	11th	12th	

Table 3 Army in Europe Child-Supervision Criteria			
Supervision Level	Definition	School Grade/Age Range	Supervision Options
Direct	Someone has line of sight and sound supervision and responsibility for the child (for example, parent, guardian, care provider, friend).	Elementary school (kindergarten through grade 5); generally 5 to 10 years old.	<p>Child and Youth Services-sponsored:</p> <ul style="list-style-type: none"> • Child development center (CDC) • Family childcare • School-age services (SAS) <p>Community resources:</p> <ul style="list-style-type: none"> • In-home babysitter • Nanny • Schools • Host-nation CDC and SAS programs • Other host-nation programs
Monitored	An adult is aware of the child's location and activities. An emergency contact is available at all times.	Grades 6 through 9; generally 11 to 14 years old.	<p>Child and Youth Services-sponsored:</p> <ul style="list-style-type: none"> • Clubs and volunteer activities • Instructional classes • Middle-school programs • Neighborhood Activity Homes • Team sports <p>Community resources:</p> <ul style="list-style-type: none"> • Churches • Designated adult • Host-nation programs • Schools • Scouts • Youth centers
Monitored self-care	Parents have assessed their child's ability and allowed the child to monitor him- or herself. The child has an emergency contact available.		



DEPARTMENT OF THE ARMY
US ARMY EUROPE REGIONAL DENTAL COMMAND
CMR 442, BOX 812
APO AE 09042-0030

REPLY TO
ATTENTION OF

MCDS-EU

25 July 05

MEMORANDUM FOR See Distribution

SUBJECT: Child-Supervision Guidance

1. This policy provides child-supervision guidance for all Europe Regional Dental Command clinics. Due to safety, security, liability and infection control issues, the following policy will be immediately initiated within all ERDC dental clinics. This policy is based on the Child-Supervision Memorandum dated 18 June 2004 signed by the Director, United States Army Installation Management Agency, Europe Region Office.
2. Dental treatment will be deferred for patients arriving with children that are below grade 6 and are not accompanied by an appropriate babysitter or another adult supervisor.
3. Patients undergoing active dental treatment can not serve as the direct adult supervisor.
4. Clinic staff members are not legally allowed (in loco parentis) to act as direct adult supervisors of patient's children.
5. Children below grade 6 must be under direct adult supervision at all times while in the ERDC clinics. Children in the 6th grade may baby-sit siblings over 2 years old for up to 3 hours if they have ready access to adult supervision. Grade 6 children with a history of attention deficit disorder (ADD), attention deficit hyperactivity disorder (ADHD), behavioral problems, developmental delay, impulsivity, psychiatric problems, or other emotional or psychological maturity impairments should not be given the same degree of self-management or babysitting responsibility.

E-Signed by COL Cuenin
RUC authentication with Approve

MICHAEL F. CUENIN
COL, DC
Commanding

DISTRIBUTION:
Cdr, HDENTAC
Cdr, LDENTAC
Cdr, WDENTAC
Cdrs and OICs, Dental Clinics



Issue Number: 2007-04-11

Medical

Title:

lack of sick call
lack of appointments

Scope:

long wait, everybody
my son was stung by an insect, no one checked him out.

Recommendation(s):

more help. better hours.

Agency Response:

Lead Agency: Schweinfurt Health Clinic Commander, LTC Daniel Duecker

Date: DD MMM YY



Issue Number: 2007-04-12

Medical

Title:

Newborn infants are not getting their 2-week appointment at 2 weeks due to issues with getting into Tricare. Because Tricare requires the German birth certificate before enrolling, and the health clinic requires Tricare enrollment before even scheduling an appointment, and the German birth certificate takes 2 weeks minimum, it takes considerably longer to get this first appointment for the newborn.

An additional problem is that the treatments begun in the German hospital are not continued by the Americans, and the American treatments which are normally given at birth are not given by the Germans, and so neither system is being used in its entirety – when treatment comes in several stages over several weeks or months.

Scope:

I know of one couple who didn't get their 2-week appointment for their newborn until the baby was 2 months old. Even if the baby is able to be seen at the army health clinic at 2 weeks, there are health issues that can arise with the baby in those first two weeks. This issue affects every family in Tricare Europe who has a new baby.

Recommendation(s):

The baby could be covered under the mother's referral to the German economy for the first 6 weeks after birth, as well as at the army clinic – under the mother's Tricare enrollment. This is the norm with other healthcare insurance companies in the States. In this way, the baby would have coverage either at the clinic, or by a German pediatrician, in the first 6 weeks while the paperwork is being processed for a birth certificate and Tricare enrollment. Or, the health clinic should not require Tricare enrollment (even the emergency enrollment for babies), prior to allowing parents to schedule their 2 week appointment for the newborn.

Either the newborn should be seen within the first few days at the army clinic, or else the newborn should have its follow-up by the German pediatrician for the first 6 weeks, so that the same system of care is used from birth onward. i.e. The Germans give a Vit. K dose at birth, and then another one at 3 days, and then a third at 4 weeks. The Americans give a single shot at birth. Since the baby is born in the German hospital, it gets the first one or two doses of the German method, and then misses the third so it becomes ineffective. The Germans also do a hip ultrasound at Day 3, and then a follow-up at 4 weeks. This follow-up is not done by the Americans and so there is not a 2nd ultrasound to compare to the first. In the States, the first Hepatitis B vaccine is given at birth. Here, the Germans don't do that so the first one is given at the 2 month vaccine shots by the Americans. One or the other system needs to be followed so that there is follow-through of multi-stage administrations of testing or care that takes several weeks or months. If the baby gets a little of one, and a little of the other, but not the beginning-to-end of either, then neither is effective.

Agency Response:

Lead Agency: Schweinfurt Health Clinic Commander, LTC Daniel Duecker

Date: DD MMM YY



Issue Number: 2007-04-13

Medical

Title:

Lack of therapies provided for children diagnosed on the autism spectrum scale and PDD/NOS (pervasive developmental disorder) scale.

Scope:

Children will not learn to take care of themselves now or be able to function as adults, thus leaving parents and government to care for them. Statistics have proven most homeless adults are homeless because of their emotional and mental disabilities.

Recommendation(s):

Through EFMP, DoDDS and our Health Care system, therapists can be trained to provide Applied Behavior Analysis (ABA); Floor Time; extra Speech therapy (in home, not just at school); Occupational and Physical Therapy and HIPPO therapy. HIPPO is latin for horse. This "HIPPO" (horse) therapy provides speech, OT and PT simultaneously while the rhythmic soothing motion of the horse provides a calmer environment for learning. Also increases self esteem. All of these therapies were available through government health care and school programs in Texas where we are from.

Agency Response:

Modified as a prioritized issue – see 2007-04-17

Date: 03/20/2007



Issue Number: 2007-04-14

Medical

Title:

Scheduling appts at the medical clinic. Not receiving an appt until 2 to 3 wks later.

Scope:

Maybe not enough doctors, Hire more. Or train civilians properly

Recommendation(s):

Have an overflow chart have a doc on stand by. Have an Er only same day appt

Agency Response:

Lead Agency: Schweinfurt Health Clinic Commander, LTC Daniel Duecker

Date: DD MMM YY



Issue Number: 2007-04-15

Medical

Title:

Not enough doctors at clinic

Scope:

By 745 there are no more appointments

Recommendation(s):

Pull temp doctors in from other clinics – hire more doctors or give willing patients permanent referrals to the economy so we don't have to fight with clinic anymore

Agency Response:

Lead Agency: Schweinfurt Health Clinic Commander, LTC Daniel Duecker

Date: DD MMM YY

Prioritized Issue



Issue Number: 2007-04-16

Medical

Title:

Handicap accessibility on military installations

Scope:

Handicap accessibility and assistance is not provided for all government, community and social service facilities for ID cardholders. Frequent deployments, training exercises, and subsequent supporting operations have increased the need for these improvements. Lack of accessibility also affects other ID cardholders including family members, DOD civilians and retirees. ID cardholders needing handicap accessibility are not able to access or fully benefit from the facilities or services available.

Recommendation(s):

Establish and expand existing handicap accessibility on all military installations including but not limited to garrison, housing, consumer, recreational and welfare facilities.

Agency Response:

In July 2006, DPW was asked to identify the funding requirements necessary to make community facilities fully accessible for handicapped personnel. The indication was that separate funding would, at some point in time, be made become available to accomplish this work. To date these requirements have not been financed. With the facilities available in Schweinfurt this garrison has always been considered unsuitable for the stationing of Soldiers with handicapped family members or disabled civilians. The Soldiers stationed here have always been able-bodied personnel (with the exception of those with minor injuries / ailments).

A copy of the listing of fund requirements is attached.

Provisions for the handicapped are included in major renovation projects for community facilities whenever funding is available.

Lead Agency: DPW, Tim Snyder

Date: 03/20/2007

Prioritized Issue



Issue Number: 2007-04-17

Medical

Title:

Localization of Exceptional Family Member Program (EFMP) standardization process.

Scope:

Pinpoint assignments are frequently made with little or no communication between the regional EFMP coordinator and the gaining installation. Exceptional family members (EFM) may not be receiving appropriate services and care because the gaining installation is not given the opportunity to review the EFMP medical summary forms DD 2792 (medical) and DD 2792-1 (education) . It is imperative for EFM's to be matched with the installation that meets their exceptional need(s).

Recommendation(s):

Allow gaining local facilities to determine whether they can accommodate the EFM based on the current availability of services on and off post.

Date: 03/20/2007



Issue Number: 2007-05-01

Teen

Title:

No way to help your teen get a stateside drivers license

Scope:

Teens cannot get this due to being overseas. Parent must take the child to the states then back here to get a one. Some are graduating from high school and going to college without the opportunity to learn how to drive, and have Transportation problems if parents still assigned overseas.

Recommendation(s):

Is there a way to fly a teen to the states to get there drivers license. If you can fly to look at colleges why not this.

Agency Response:

Modified as a prioritized issue – see 2007-05-26

Date: 03/20/2007



Issue Number: 2007-05-02

Teen

Title:

Drivers Training for Teens overseas -

Scope:

Some states (Texas & Pennsylvania) allow parents to sponsor student drivers & practice to facilitate Teens receiving a License -

Recommendation(s):

Formalize this process To allow all Teens regardless of state of affiliation.

Agency Response:

Modified as a prioritized issue – see 2007-05-26

Date: 03/20/2007



Issue Number: 2007-05-03

Teen

Title:

Wuerzburg high school need's better teachers, teachers who can teach and make students understand better.

Scope:

It is a problem because students cannot do well when teachers can't teach.

Recommendation(s):

Agency Response:

Modified as a prioritized issue – see 2007-05-27

Date: 03/20/2007



Issue Number: 2007-05-04

Teen

Title:

We should have drivers ed at our schools.

Scope:

We would also like to learn how to drive

Recommendation(s):

Agency Response:

Modified as a prioritized issue – see 2007-05-26

Date: 03/20/2007



Issue Number: 2007-05-05

Teen

Title:

We should ... have move air-force recruiters

Scope:

Recommendation(s):

Agency Response:

Lead Agency:

Date: DD MMM YY



Issue Number: 2007-05-06

Teen

Title:

The school staying open. If closed we all get bussed to Bamberg. I didn't like that the General asked the Seniors, they won't even be here next year. Ask the Juniors!

Scope:

Being bussed to Bamberg would highly affect the Wurzburg people, Schweinfurt people, not so much though. I want to stay here & graduate in Wurzburg.

Recommendation(s):

Talk to whomever needs to be talked to so they know how we feel

Agency Response:

Original Agency Response dated 20 Mar 07:

DoDDS-Europe has not planned to close Wurzburg High School next year. We plan for the school to remain open through the 2008/2009 school year.

Follow up April 07:

In a News Release from HQ U.S. Army Europe & 7th Army dated 19 Apr 07, Leighton Barracks is scheduled to close by end of FY08 (September 2008). This announcement impacts the response originally submitted by the School Liaison Office.

Lead Agency: SLO, Beth Potter & Damon McGibboney

Date: 03/20/2007



Issue Number: 2007-05-07

Teen

Title:

The Schweinfurt teen Center, is a great place, BUT, there's NO internet service! We're the only teen center in Europe that doesn't have internet.

Scope:

It affects the teens because we stay in touch w/family in the states. It's just not practical, and not fair that we don't have internet at the teen center.

Recommendation(s):

Get Internet at the teen center!

Agency Response:

A quick approval was received from the Chief of CYS and the Teen Center now has internet connectivity. In order to go online, teens must submit a parental permission slip, and complete two computer/internet safety tests. We had several teens take the tests over the weekend and teens are very excited to finally be online. There are still a few things to work out, but teens are excited about it.

Lead Agency: CYS, Donna Hilley (Teen Center Director)

Date: 03/19/2007



Issue Number: 2007-05-08

Teen

Title:

The Teen Center doesn't have internet connection. It's been over 2 years. We're the only ones in Europe who does not have it. So please please get internet.

Scope:

Because it's just not fair that the teen center doesn't have one. And also like me, I always need internet for a lot of like looking for a job. So please help!!

Recommendation(s):

Just get the internet. That's all you can do to fix it.

Agency Response:

A quick approval was received from the Chief of CYS and the Teen Center now has internet connectivity. In order to go online, teens must submit a parental permission slip, and complete two computer/internet safety tests. We had several teens take the tests over the weekend and teens are very excited to finally be online. There are still a few things to work out, but teens are excited about it.

Lead Agency: CYS, Donna Hilley (Teen Center Director)

Date: 03/19/2007



Issue Number: 2007-05-09

Teen

Title:

Schweinfurt teen center needs internet

Scope:

It affects the kids who want to surf the net.

Recommendation(s):

Turn on the Internet !!! PLEASE

Agency Response:

A quick approval was received from the Chief of CYS and the Teen Center now has internet connectivity. In order to go online, teens must submit a parental permission slip, and complete two computer/internet safety tests. We had several teens take the tests over the weekend and teens are very excited to finally be online. There are still a few things to work out, but teens are excited about it.

Lead Agency: CYS, Donna Hilley (Teen Center Director)

Date: 03/19/2007



Issue Number: 2007-05-10

Teen

Title:

Post security

Scope:

Gate security is very lacking. Guards are often out of shape and older than they should be. Only minimum defenses. Guards seem to have no enthusiasm for their jobs. We don't feel safe. Any organized terrorists group could easily [?] into base.

Recommendation(s):

Tell the security company to greatly higherted standards for guys.

Agency Response:

Lead Agency: DES, CPT Lid Ryan

Date: DD MMM YY



Issue Number: 2007-05-11

Teen

Title:

Getting more qualified teachers.

Scope:

All students. (both elementary + high school.)

Recommendation(s):

Have teacher workshops like every few months to allow teachers to meet with other educators to share better teaching methods and ideas.

Agency Response:

We already have highly qualified teachers. DODDS offers more opportunities for teacher training than any stateside schools. This is not an issue for this forum.

Lead Agency: SLO, Beth Potter & Damon McGibboney

Date: 03/16/2007



Issue Number: 2007-05-12

Teen

Title:

Job Opportunities

Scope:

There are not enough job openings for teenagers. All the available jobs go to locals.

Recommendation(s):

More programs like MWR's summer hire.

Agency Response:

AAFES:

The AAFES Wuerzburg Exchange has continuous employment opportunities for students all year round. The student applicant pool is a valuable resource that is used extensively in Wuerzburg, Schweinfurt and Bamberg AAFES stores. Students are appointed to real jobs at the normal pay rate for the job. There is no special pay scale for students. Once hired, students are provided the same training as all other associates. Students develop skills and acquire work habits that can be used for future employment. Student employees are expected to perform all duties of the job in which they are hired for and given the same responsibility as other associates in the same job. Flexibility is applied by AAFES managers when scheduling work times for students during the school year.

AAFES employment opportunities in the Wuerzburg, Schweinfurt and Bamberg locations has been very limited in the last year for two reasons. The first is related to the closure of all Kitzingen installations and the drawdown of Wuerzburg installation. All vacant AAFES jobs within a reasonable distance of the closure and drawdown locations have been used to place excess employees. The second reason is the deployment of troops has reduced the number of jobs available because business slows down during deployments.

CPAC:

For teenagers to be able to work in Appropriate Funds, they would have to be 18 years old, or have a High School degree. The only opportunity for teenagers under the age of 18 years to work is the Summer Hire Program.

Lead Agency: AAFES, Stan McGhee

Support Agency: CPAC, Alexandra Williams

Date: 03/19/2007



Issue Number: 2007-05-13

Teen

Title:

Seniors going to school all day

Scope:

Why do seniors have to go to school all day for only two classes? We have to go to school on A Days and B Days.

Recommendation(s):

We should just have to come to school for the two classes needed. Or we should just have to come every other day.

Agency Response:

DODEA policy states that all students should have a full schedule of classes for a complete school day. When a student has completed all required courses for graduation, he/she should take other challenging classes for the opportunity of increasing knowledge.

Lead Agency: SLO, Beth Potter & Damon McGibboney

Date: 03/16/2007



Issue Number: 2007-05-14

Teen

Title:

School classes during scheduling class.

Scope:

Ex. I had to take math analysis (pre-calc) and AP US History but they were scheduled at the same time (only one class of each) and for a while I thought I could have a class I needed. Not just me a lot of students were effected by this schedule problem. Typical freshman classes slashed, sophomore classes clashed, etc.

Recommendation(s):

Find a better way to set the schedule based on the usual classes students take.

Agency Response:

The schedule is based on the needs and requests of all students. However, with a reduction of students and teachers, choices become more limited. We offer as many choices as possible, but frequently students are limited due to schedule conflicts. This can even happen in a large school and is not new.

Lead Agency: SLO, Beth Potter & Damon McGibboney

Date: 03/16/2007



Issue Number: 2007-05-15

Teen

Title:

More programs after school to help with grades.

Scope:

If absent → bad/hard to catch up again, teachers leave right after school, a lot of Dodds kids have problems in school

Recommendation(s):

After School tutoring from teachers → and give Activity bus passes for those kids.

Agency Response:

SLO:

This already is in place. We have math and English tutoring after school every week. Additionally, the media center is open after and before school. We do give late activity bus passes already. We also have a tutorial class every other day for every student.

CYS:

The Teen Center offers help with homework Monday - Friday from 4 - 8 p.m. and also on Saturdays. We are currently looking for a volunteer tutor to help with advanced math and science. We also provide transportation from Askren to the Teen Center 3 times per day (4:00 p.m., 4:30 p.m. and 6:15 p.m.) I am not sure of all the services available at the school, but I do know that WAHS offers a tutorial class that is designed to help students receive the help they need during the school day. It is also designed to help lighten the after school homework load.

Lead Agency: SLO, Beth Potter & Damon McGibboney

Support Agency: CYS, Donna Hilley (Teen Center Director)

Date: 03/16/2007



Issue Number: 2007-05-16

Teen

Title:

Clothing in the PX.

Scope:

The PX should put out less expensive clothes. Face it. Our parents aren't exactly millionaires. 60-80 dollar shirts and skirts aren't acceptable.

Recommendation(s):

The PX should find a good quality, but less expensive brand of clothing.

Agency Response:

AAFES carries a broad selection of clothing that meets all the price ranges. The following are just some of the examples

JR'S	Shirts	Pants	Y.Men's	Shirts	Pants
My Michelle	20.00-24.00		CK	23.00-24.00	29.00
Union bay	16.00-20.00	32.00 jeans	Polo		29 -30.00
Tyte		22.00	Tommy	36.00	
Jolt		26.00	JW	12.00-15.00	
Mudd		28.00 jeans	PBX	10.00	
LEI	12.00-16.00	22.00	Nautica	15.00	30.00
Levi's		30.00			
S' Oliver	9.99	28.00			

At this time we have both departments running under \$36.00 for any item. We have hit the low and moderate price points in these areas.

Lead Agency: AAFES, Stan McGhee

Date: 03/14/2007



Issue Number: 2007-05-17

Teen

Title:

Prices at the PX and commissary are tooo high.

Scope:

We're on military salaries, not "SUPER RICH" and we can't afford the prices at the PX sometimes. At the commissary food is an essential, and we shouldn't have to spend so much money on something that we NEED.

Recommendation(s):

Prices should be lowered at the commissary and PX, or at least competitive w/prices in the states.

Agency Response:

AAFES:

AAFES carries a broad selection of clothing that meets all the price ranges. The following are just some of the examples

JR'S	Shirts	Pants	Y.Men's	Shirts	Pants
My Michelle	20.00-24.00		CK	23.00-24.00	29.00
Union bay	16.00-20.00	32.00 jeans	Polo		29 -30.00
Tyte		22.00	Tommy	36.00	
Jolt		26.00	JW	12.00-15.00	
Mudd		28.00 jeans	PBX	10.00	
LEI	12.00-16.00	22.00	Nautica	15.00	30.00
Levi's		30.00			
S' Oliver	9.99	28.00			

At this time we have both departments running under \$36.00 for any item. We have hit the low and moderate price points in these areas.

DECA:

The Commissary sells all products at cost. The 5% surcharge that is added goes to building new Commissaries and/or maintaining existing Commissaries.

Lead Agency: AAFES, Stan McGhee (3/14/2007)

Lead Agency: DECA, Robert & Liz Herms (3/20/2007)

Date: 03/20/2007



Issue Number: 2007-05-18

Teen

Title:

Shuttle busses

Scope:

Shuttle busses are constantly cut, and don't go to a lot of the Little towns, and if they are full teens get kicked off.

Recommendation(s):

More shuttle buses, at better times, to all towns where Military People live.

Agency Response:

The current rider-ship does not support adding additional routes. Shuttle buses are only authorized for Official Business.

Lead Agency: DOL, William Jones

Date: 03/20/2007



Issue Number: 2007-05-19

Teen

Title:

Bigger sizes of clothing in the PX.

Scope:

Not everyone in the military is a size 7. It makes sense to have bigger sizes for bigger people, like sizes 14-16 in a lot of clothes.

Recommendation(s):

The PX should put their bigger sizes out along with their smaller sizes. I know they have the bigger clothing somewhere...why are they hiding it??

Agency Response:

Please contact the Manager who can work with you on the type of clothing and sizing you are looking at. Your local manger has been working with our HQ buyers on plus sizes and we can expect to see more in the upcoming FW 07 season

Lead Agency: AAFES, Stan McGhee

Date: 2/25/2007



Issue Number: 2007-05-20

Teen

Title:

The army needs a better budget

Scope:

- the renovations of housing/buildings/gates and then a yr or two later these buildings are demolished. – Also the old office equipments and other supplies the army doesn't use anymore. When I worked at the library the kept valuable supplies they didn't need like stage lights, desks, a pool table etc. That they cannot sell because the army doesn't permit them to. I think the 'chain of command' should make a better policy over what can and should be done about old materials and the buildings? Just stop wasting that money and use it on Army community programs.

Recommendation(s):

Save money and use it on other programs for the community.

Agency Response:

Lead Agency:

Date: DD MMM YY



Issue Number: 2007-05-21

Teen

Title:

Transportation from Wuerzburg to Schweinfurt. Because they make Schweinfurt kids go all the way to Wurzburg I think we should have transportation back and forth anytime. Issuing Train passes to students and City bus passes to get from train station to post. Anytime because train + buses run all the time.

Scope:

All students from Wurzburg going to Schweinfurt + back forth. Also solves problem that kids don't have transportation like can't drive.

Recommendation(s):

Give us designated train passes between Schweinfurt + Wurzburg + City bus passes.

Agency Response:

Lead Agency: DOL, William Jones

Date: DD MMM YY



Issue Number: 2007-05-22

Teen

Title:

Skate park

Scope:

People who want to skateboard have no place to do it. So they skate in the street which is dangerous because of cars and stuff. There is a tennis court that's not being used in the corner of Askren. The one here is not being used.

Recommendation(s):

To build a skate park so they can stop complaining.

Agency Response:

Skateboard parks are expensive and, because they provide a recreation outlet for only a very limited audience / group of participants, are not cost effective. It is estimated that a new facility in Askren Manor would cost \$85,000 and that relocation of an existing facility (Kitzingen or Wuerzburg) would cost \$140,000. Use of skateboard parks is limited by the climatic conditions in this central part Europe. Other concerns include the safety of the skaters, liabilities in the event of accidents, concentrated noise levels for housing occupants, potential facility misuse and graffiti.

An indoor half-pipe erected in 1995 in the youth gymnasium, Bldg 241, Ledward Barracks, was dismantled after a couple of years due to low usage and the safety concerns of parents.

Lead Agency: DPW, Tim Snyder

Date: 03/26/2007



Issue Number: 2007-05-23

Teen

Title:

Night football game.

Scope:

Why can't we have a night time football game during the H.S. football season? This affects most of the people at the high school.

Recommendation(s):

Agency Response:

We have tried to have this but without success since the visiting team must agree to it. When we asked, we were denied. We will try again next year for this, especially a Friday night game.

Lead Agency: SLO, Beth Potter & Damon McGibboney

Date: 03/16/2007



Issue Number: 2007-05-24

Teen

Title:

Open Campus ~ lunch

Scope:

Why can't we have a open campus lunch? The community is small enough.

Recommendation(s):

Let us go off campus for (This may be a school policy) lunch, all grades.

Agency Response:

WHS has an open campus for seniors only. This is considered a privilege. Students living on post can also go home for lunch with permission. The school provides a daily lunch program for all. We do not want to be responsible for the safety of all students being off-campus when we cannot provide supervision.

Lead Agency: SLO, Beth Potter & Damon McGibboney

Date: 03/16/2007



Issue Number: 2007-05-25

Teen

Title:

More sport scouts for Athletes overseas

Scope:

It's a problem for talented athletes that are trying to play at the college level.

Recommendation(s):

Talk to scouts in states or see if there are scouts located in Germany

Agency Response:

This is a matter beyond the school. If a student is a superior athlete, he/she can also request this at individual expense. There are also reportedly some folks who will make videotapes of athletes for submission to colleges.

Lead Agency: SLO, Beth Potter & Damon McGibboney

Date: 03/19/2007

Prioritized Issue



Issue Number: 2007-05-26

Teen

Title:

Stateside Driver's License Overseas

Scope:

Military and civilian dependents overseas are required by the Status of Forces Agreement (SOFA) to receive their state license in order to obtain a U.S. Forces Certificate of License. Flying to their home of record could become a very costly process; an inconvenience that military dependants in the United States do not face. Dependents overseas should be able to get a license at the same cost as dependants stateside.

Recommendation(s):

1. Authorize a licensed OCONUS driving instructor for dependants overseas to learn to drive, not only in the classroom, but also on the road.
2. Provide a one-time round trip ticket to the dependant's state of residence for the dependant and a guardian if needed to accompany the dependant during the process of getting a license in the states.

Date: 03/20/2007

Prioritized Issue



Issue Number: 2007-05-27

Teen

Title:

Teacher Attitude towards Education

Scope:

Some DoDDS teachers are not motivated enough to be enthusiastic about their work. This influences students' attitude toward the learning process and performance of students from grades K to 12. Teachers' attitudes affects students' performance not only in the present, but also in the future, such as applying to college or for a job. Students are not reaching their potential because of educators' poor motivation and enthusiasm. The more enthusiasm a teacher has, the more participation they receive from the students.

Recommendation(s):

1. Implement various and anonymous ways to evaluate teachers' performance and education techniques by students, parents, and other officials.
2. Operate summer workshops attended by teachers; these workshops should be more interesting and appealing, and have more techniques to educate youth.
3. Provide incentives to get educators to participate more willingly.

Date: 03/20/2007